
Summary

Hands-on IT Director who brings a fresh perspective and a clear vision to underperforming environments and fragile projects. Turns around IT organizations by applying strong leadership, standardization, and a well-considered project management discipline in the areas of application development, BI systems, and R&D. Expertise throughout the project lifecycle in fast-paced, rapid growth environments, from initiation to technology adoption. Takes on different job roles and responsibilities to move projects forward and ensure a seamless user experience.

Professional Work Experience

Company Name, City, State

2014 – Present

Director of Information Technology, 2017 – Present

Director of Application Development, 2014 – 2017

Direct report to President/CEO. Lead an I.T. team comprised of onshore and offshore development teams and consultants. Budget responsibility for \$2M.

- **Repositioned and restructured, a fragile I.T. organization** unable to meet schedules and deliverables. Changed the culture to chart a new course via well-researched initiatives, project prioritization, and a team committed to simply “getting things done.”
 - ◆ Replaced an underperforming consultant with a less experienced programmer for less than half the salary. Mentored and trained the individual to reengineer and redesign applications for some of our most challenging business problems.
 - ◆ Openly shared I.T. strategic goals, principles, and visions to keep team committed to the overall mission.
 - ◆ Educated team on standardized practices for faster deployments, a streamlined IT support model, and reduced operational complexity.
 - ◆ Modernized infrastructure with the defined practices, structures, and discipline necessary to build robust critical systems that are revenue generating.
- **Defined and executed an enterprise modernization strategy** to overcome resistance to change. Developed a multiphased approach, beginning with simple solutions to completely engage senior management and business users in positive change.
 - ◆ Introduced devops for a collaborative environment in discovering requirements and for rapid prototyping to speed delivery of results. Met the expectations of a client base with zero tolerance for disruptions while simultaneously demanding the latest technical solutions.
- **Managed migration of 250 complex financial reports to SSRS** to deliver real-time data to internal and external consumers, transitioning to self-service via the web and mobile devices. Freed IT staff to focus on more productive work.
- **Centralized platform** for visibility into a complex product workflow that enabled staff to monitor, assess status, and resolve bottlenecks during new product development. Accelerated product lifecycle set-up time by 60% for a faster sale and a fully satisfied client.
- **Designed an audit application for internal use** to review detail of pre-authorized data. Application was selected by major insurance companies as their preferred method for accessing information because it allowed them to audit remotely without the need for costly travel.
- **Initiated and implemented an open data architecture** for e-partners to share rates, products, and product details via web services. Designed the delivery mechanism, based on XML/JSON messaging, on a .NET framework. Delivered a highly desirable service that increased sales of extended warranties by 20%.

Company Name, City, State

2010 – 2014

Senior Project Manager

Served in a number of leadership and management roles, including Technical Director, Data Architect, and Solutions Architect.

- **Led a BI team in improving the performance of a 65-way sharded** database that was initially spread across multiple instances with 80 terabytes of data across all servers, as well as a raw log data on Azure Data Lake in the petabyte range. Data was projected into 24 different fact groups optimized for certain query patterns to support mostly sub-second query times.
- **Led team in the implementation and integration of security tools** across the technology stacks—applications, virtualization, networking, operating systems, and servers and storage—to meet significant regulatory compliance requirements. Delivered features that included event logging, host-based intrusion detection, file integrity monitoring, and role-based access controls.
- **Automated the order management workflow** used by Technical PMs to procure AWS/Amazon data center equipment, eliminating a time-consuming and error-prone manual process for status transitions. Performed work that included redesigning the database schema and developing email notification functionality.

Education

Bachelor of Science Degree (with Honors) - Computer Information Systems, DeVry University