
IT Director, Application Development

Defining and Executing Technology Strategies in Financial Services

Business-focused IT Director with deep technical expertise in operational and analytical environments. Solid reputation for integrity, quality, efficiency, and reliability in the analysis, design, development, and implementation of large-scale, enterprise wide IT projects. Strong and influential leader throughout massive M&A and organizational restructurings. Maximize the ROI of technology investments by:

- ✓ Gaining competitive market advantages with an agile response to changing business drivers, strategic direction, and stakeholder expectations—energized by tough challenges.
- ✓ Leveraging individual capabilities and the collective talent of diverse teams to drive organizational performance. Compelling speaker able to motivate teams toward innovative contributions.
- ✓ Identifying and capturing new business opportunities and technology partnerships, immediately putting to use knowledge gained through attending Harvard's MBA program.

PROFESSIONAL EXPERIENCE

Financial Services Company

2014 – Present

I.T. Director, Application Development (accountability for a \$22M project portfolio)

Selected for data and information management expertise as the company transitioned from a holding company with wholly self-contained processes and systems to a fully-integrated operating model.

- **Led the design and deployment of a new service that became a profitable product offering**—delivered 10–12% of total revenue with numbers backed by independent research.
 - Initiated and drove process design and deployment to eliminate a huge bottleneck in development and delivery. Radically reduced a typical 6 to 12-month development cycle to a 1-week turnaround.
 - Received executive buy-in after conducting a persuasive presentation of the new framework.
- **Created a new and valuable revenue generating process for external clients.** Optimized a lengthy ad hoc process to become a fast and efficient standard data feed service. Reduced the development and implementation timeframe from 16 weeks to 1 week.
- **Established a strong enterprise-wide infrastructure** for data architecture, data governance, data movement, and data modeling in a Data Warehousing and Business Intelligence environment.
- **Recognized the need for data governance standards, processes, people, and technology** to manage and maintain data/information as a high-quality enterprise asset; worked closely with the Chief Data Officer (CDO) team to replace data silos that had previously led to significant data quality problems.
 - Set controls in place that enabled access to accurate reporting across multiple lines of business for major clients.
 - Led an initiative to form a Data Governance Council and chaired the group once formed. Collaborated with data owners and data stewards to understand issues and maintain a high level of participation.
 - Received executive buy-in to define data quality metrics and performance standards and to refine roles and responsibilities, using the Responsibility Assignment (RACI) model.
- **Transformed a non-executable roadmap into an action plan** by taking ownership of problem areas and clearly defining business needs; collaborated with stakeholders to gain support and participation. Led the execution of a new technical roadmap for enterprise data architecture. Gained approval to develop and implement a five-year plan for in-house capabilities, growth management, and capacity planning.

Financial Services Company

2008 – 2014

VP of Applications Development (executive accountability for a \$90M budget)

Owned the financial management, resource management, communications, and organizational management (HR) functions in the Enterprise Data Warehouse. Scope of responsibilities included: budgeting, forecasting financials, vendor management, and knowledge management and transfer.

- **Led a massive and complex project to bring credit card processing in-house**, replacing an expensive 3rd-party vendor. Quickly acquired critical process knowledge by identifying and then hiring the primary

vendor's Subject Matter Expert (SME) to bring essential expertise in-house. Improved processes, leading to a 55% reduction in staffing.

- **Confidently assumed a critical central role to set up offshore development operations in India**, realizing a cost savings of \$25M. Conducted a thorough analysis to identify on-site core competencies; worked to build and expand capabilities to produce high-performance teams. Partnered with an offshore vendor to fill skill gaps. Built end-to-end DW processes for high-volume data loads and data transformations. Managed teams of Business Analysts, App Development Managers, and Quality Managers: 5 direct and 30 indirect reports.
- **Positioned the company as an industry leader** in direct mailing by reducing time to market by 50%—streamlined data acquisition through the credit bureau.
- **Delivered a risk management solution** early, with 100% approval, by working closely with Risk Analysts and the Chief Risk Officer to understand essential data processes.

EDUCATION

MBA from Business School, Harvard University, 2004

Bachelor of Engineering, Florida State University, 2002