

FNAME LNAME

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~DIRECTOR OF INFORMATION TECHNOLOGY~

Accomplished executive poised to contribute a unique blend of leadership in global enterprise information infrastructure, project management, software design/development, hardware design/development, networking and systems security. Unique ability to operationalize strategic visions and shape IT performance and responsiveness to support key business initiatives. Liaised with sales, marketing, human resources, engineering, finance, and operations personnel regarding technology's capabilities, benefits and impact on the organization. Pragmatic problem solver, generates innovative approaches, improved solutions and streamlined processes. Leads from a position of strength, focus and results; empowers team members by making them part of the decision-making process and enables both individuals and organizations to meet their unique goals.

CORE COMPETENCIES

- ◆ Enterprise Management
- ◆ Budgeting / Cost Control
- ◆ Strategic & Tactical Planning
- ◆ Technical Staff Management
- ◆ Enterprise Network Administration
- ◆ Enterprise Firewalls/Switches/Routers
- ◆ Change Management
- ◆ Project Management
- ◆ Program Management
- ◆ Risk Management
- ◆ Vendor Management
- ◆ Penetration Testing
- ◆ Database Administration
- ◆ Software Lifecycle Methodologies
- ◆ System Implementation/Maintenance
- ◆ Quality Assurance
- ◆ Capital Projects
- ◆ SaaS Communications

SELECTED ACCOMPLISHMENTS

- ✓ Reduced vendor/consultant cost over \$365,000 for The Surplus Line Association by renegotiating Service Level Agreements.
- ✓ Created and implemented an IT Department Code of Conduct for the Association.
- ✓ Authored and implemented a first-ever Enterprise DNS Usage Policy for Bank of America.
- ✓ Reengineered processes for Bank of America, masterminded innovative automation projects, reduced infrastructure costs by 6.5% and increased productivity 8%.

PROFESSIONAL EXPERIENCE

The Surplus Line Association ✧ Atlanta, Georgia

2008 - 2009

SENIOR PROJECT MANAGER

Directed all aspects of the IT Department, including systems that processed \$6 billion/year in financial transactions.

- ◆ Concurrently managed a \$3 million mission-critical offshore software development in Hyderabad, India and a \$2 million data center in Atlanta, Georgia.
- ◆ Directed vendor/consultant relationships; created and implemented a first-ever IT Department Code of Conduct.
- ◆ Automated process inefficiencies; streamlined service level agreements and reduced cost over \$360,000.
- ◆ Created metrics-based processes and monitoring to ensure maximum productivity and system uptime.

Bank of America ✧ Atlanta, Georgia

2000 - 2008

SENIOR PROJECT MANAGER (2006 – 2008)

Recruited to direct the Enterprise DNS/DHCP infrastructure for the \$575 billion Financial Services Company.

- ◆ Directed a project budget of \$1.7 million with a team of 12 diverse employees located around the United States.
- ◆ Published a first-ever Enterprise DNS Usage Policy, implemented innovative automation projects and system remediation, reengineered existing processes, created metrics based reporting, and developed operating and policy documentation.
- ◆ Reduced infrastructure costs by 6.5% and increased productivity 8%.
- ◆ Increased awareness of the extraordinary criticality of DNS to the enterprise.

PROJECT MANAGER (2000 – 2006)

- ♦ Charged with ensuring that Bank of America's \$480+ billion in assets were protected from unauthorized electronic intrusion.
- ♦ Interfaced with a wide variety of people and organizations, including senior executives, audit and legal staff and individual contributors.
- ♦ Managed internal bank requests for secure connections to outside computer systems, utilized firewall technologies, intrusion detection technologies and encryption technologies.
- ♦ Coordinated vulnerability assessments and penetration tests, Internet and third-party/vendor site reviews, systems remediation and code reviews.

The Community, Inc. ✧ Atlanta, Georgia

1994 - 2001

SENIOR PROJECT MANAGER

Envisioned, produced, directed and raised funds for the first and largest World Community in cyberspace on a budget of \$1.8 million.

- ♦ Led the efforts of an international team of high-tech professionals, including executives, programmers, engineers, web developers, graphic artists, financial planners and analysts, operations personnel, legal counsel and 160 volunteers.
- ♦ Designed, developed and implemented an alpha state customer-facing web-based SaaS communications infrastructure with a combination of off-the-shelf applications, customized code from third-party ASPs and code developed in-house.
- ♦ Established and facilitated relationships with strategic partners, vendors, the global team of volunteers and more than 700,000 members located in 200 countries.
- ♦ Created an Advisory Board consisting of businesspeople, futurists, scholars, authors and leading edge thinkers to provide guidance building the World Community online.

PREVIOUS PROFESSIONAL EXPERIENCE

Westinghouse Information Services, San Francisco, California (1994 – 1995)

Senior Consulting Specialist

Westinghouse Aerospace Information Technology, Valley Forge, Pennsylvania (1987 – 1993)

Project Leader / Systems Analyst

EDUCATION

Coursework toward Psy.D. Clinical Psychology

Chicago School of Professional Psychology

Master of Science, Counseling and Human Relations

Villanova University

ISMP – Graduate (M.S. Information Systems)

GE Information Systems Management Program

Bachelor of Science, Math and Computer Science

Clarkson University

TECHNICAL PROFICIENCIES

- OS:** AS/400, FreeBSD, Unix/Linux, SunOS, Microsoft NT, 2000 and XP; DOS and GCOS8.
- Applications:** Microsoft Word, Excel, PowerPoint, Visio, MS Project, Sharepoint, Dreamweaver, Photoshop, PageMaker, Sony Vegas Pro, Sony Sound Forge, DVD Architect Pro and many others.
- Databases:** DB2, Oracle, Sybase, MySQL, SQL Server, Access and FileMaker.
- Languages:** Java/J2EE, BASIC, FORTRAN, Pascal, COBOL, SNOBOL, LISP, some asp and .net, php, Perl, python, Unix c shell, JCL, CLIST and DOS/batch files.
- Content Mgmt:** WordPress, php-nuke, post-nuke.
- Video/DVD:** Experienced in video production, video editing, audio editing and DVD production.
- Production** Performed design, development, testing, implementation, production, sales and marketing of both software and hardware (digital and analog).
- Other:** Enterprise level firewalls, servers, routers, hubs, switches, DNS, DHCP, TCP/IP, HTML, networking, telecommunications and familiarity with information security, change management, ITIL, audit and BCP requirements.

CERTIFICATES / HONORS / PUBLICATIONS

Member, CIO Executive Council (2009)

Participant, Harvey Nash CIO Forum (2009)

Vice President of Communications, United Nations Association, N. Georgia Division (2001-2003).

National Certified Counselor (NCC) 1994-2004.

GE Corporate ISMP Technical Recruiter and Leadership Conference Group Facilitator

Graduate, US Army Airborne School