

CHIEF INFORMATION OFFICER (CIO)

Over 15 years of IT leadership experience with a consistent track record of driving increased levels of productivity, profits and internal/external customer satisfaction. Recognized as a Technology Evangelist and Change Agent designing and implementing technical solutions that reduce TCO and deliver a strong ROI.

- ⇒ Career marked by IT leadership roles at industry leaders Sprint, APAC and AT&T.
- ⇒ Have managed over 80 large-scale initiatives ranging from \$200K to \$24M leveraging Six Sigma, PMI, Agile, ITIL and world-class best practices.
- ⇒ Consistently improve delivery times and service levels while reducing costs.

Core Competencies:

- Strategic and Business Planning
- Cloud & Mobile Computing
- Budget & Cost Management
- Global Vendor Management
- Change & Risk Management
- Virtualization & Infrastructure Management
- Process Improvements & Best Practices
- PMO & Project Management
- Data Center Management
- Onshore / Offshore Models
- Enterprise Architectures
- Rapid Deployments
- Structured Methodologies
- Large Scale Deployments
- Data Security

PROFESSIONAL EXPERIENCE

VP INFORMATION TECHNOLOGY

2001–PRESENT

SPRINT ✦ ATLANTA, GA

Global provider of residential and commercial telecommunications services.

Reporting to the President/CEO, recruited to manage IT and telephony operations for North American Telephone Network. Oversee all IT functions including data center management, vendor relationships, technical support, application development, financial monitoring and disaster recovery planning. Manage \$80M operating budget and direct activities of 300+ staff.

Challenged to improve productivity and reduce costs through improved uses of technology. Utilized Six Sigma methodologies and collaborated with department managers to analyze and document process and system workflows. Authored plan to improve software development process, consolidate/upgrade servers and establish consistent hardware/software standards to eliminate unstable, highly mixed operating environment.

Installed redundant servers and led virtualization effort that increased line capacity. Launched massive effort overseeing teams of programmers to review and rewrite over 75 key software applications to support cloud and mobile computing. Implemented change control and process documentation for all aspects of the business including new software and telephony upgrades. Deployed hardware monitoring system including multi-tier paging alerts for system issues.

Notable Accomplishments:

- Led virtualization effort that reduced costs 46% and improve uptime from 89% to 99.99%.
- Transitioned firm to employ reusable object oriented programming modules for applications development slashing time-to-deliver by 50%.
- Implemented rigorous development and testing processes decreasing software defects by 60%.
- Slashed manual processes by 50% with resultant reductions in overhead costs.
- Altered staffing model to include third shift operations increasing on-time delivery of data to clients by 50%.
- Reanalyzed network traffic, eliminated unnecessary routing and equipment and reduced costs by 33%.

APAC CUSTOMER SERVICES ✧ CEDAR RAPIDS, IA**1992–2001**

\$450M telemarketing firm with 90 Call centers and approximately 14,000 employees.

Successive career progression in increasing roles of responsibility for applications development efforts.

DIRECTOR OF APPLICATION DEVELOPMENT ✧ 1998–2001

Managed, directly and indirectly, 60 personnel (Managers, Programmers, Programmer Analysts, System Analysts, Team Leads, EIS support specialist and Project Managers) accountable for the on-going maintenance, development and implementation of projects for over 90 outbound Call Centers supporting \$450 million in revenues. Challenged to improve responsiveness and ROI of efforts, increase quality of work as defined by quicker development times and fewer software defects, and integrate disparate technologies arising from recent company acquisition.

Developed and managed \$6M budget. Aligned IT team with business units to develop business expertise and improve quality and responsiveness in support of 400+ new monthly work orders. Qualified new business opportunities, drafted responses to RFP's and oversaw the design and implementation of software for new clients to send/receive data. Led architecture design strategies and promoted Visual Basic, Java, C and HTML development in a Unix/Oracle DBMS environment. Established data warehouse providing customer access through secure internet site.

Notable Accomplishments:

- Increased efficiency of development group by 25% through matrix organizational structure that allowed for responsive shift of experts to meet user needs.
- Reduced software defects from 450/month to 35 by assigning developer accountability, establishing firm rules for object oriented module reuse, and introducing advanced code generation tools.
- Reduced staffing by over 25% within first 6 months while supporting increased business requirements.
- Managed core team of 18 for successful Y2K program converting 90 client applications in under 6 months.
- Decreased the amount of trouble tickets by 90% using new quality and development procedures.

INTERNAL BUSINESS MANAGER ✧ 1996–1998

Managed staff of 12 responsible for all internal business systems development including payroll, timekeeping, data modeling and request processing software. Represented the company throughout the entire sales process to ensure that internal IT capabilities were communicated effectively and implemented according to company standards.

Evaluated profitability and viability of new business opportunities presented by independent business units.

- Managed selection and implementation of Lawson Financial Package to on-time delivery.
- Implemented TCS timekeeping system used by 90 Call Centers in support of 14,000 employees eliminating payroll errors, improving labor tracking and decision-making.
- Developed automated interview system reducing HR interviews by 70%.

AT&T SYSTEM MANAGER ✧ 1994–1996

Led staff of programmers developing customized outbound telemarketing applications in support of AT&T client producing \$60M in revenue. Served as company liaison on IT matters. Managed 100+ new project requests monthly.

- Developed plans for 500-seat AT&T center and implemented auto load system allowing 10 simultaneous data feeds, reducing process time from 8 hours to 1.
- Setup redundant 3780 communication servers increasing uptime with 3rd party verifies by 25%.

EDUCATION

University of Iowa ✧ BA, Management Information Systems

Six Sigma Certification ✧ Black Belt