



Bruce Rod

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Pragmatic visionary leader, technologist, innovator, and team architect

25 years of corporate, non-profit, and education experience. Offering a unique combination of technical, operations, management, and leadership expertise. A proven reputation of aligning technology with evolving organizational goals and objectives.

- Innate ability to assess situations, determine critical issues, and facilitate change while optimizing essential resources utilizing strategic planning, solution evaluation, and risk management.
- Extraordinary capacity to manage competing priorities while achieving organizational and customer objectives.
- Accomplished hands-on experience in designing, implementing, and deploying responsive web and mobile applications, and supporting cloud infrastructure.
- Sixteen years extensive, hands-on experience integrating highly complex systems and solutions while optimizing efficiency.
- Fifteen years of project management experience leading all stages of the software development lifecycle, including requirements definition, design, development, quality assurance, and support.
- Twelve years of accomplished managerial experience with cross-functional teams of technical and non-technical staff, contractors, vendors, and volunteers.
- Comprehensive understanding and application of Business Intelligence concepts to allow executives the ability to make data driven decisions

Professional Experience:

Society of Actuaries – Schaumburg, IL

2015 – Present

Director, Applications and Business Intelligence

(2018 – Present)

Leadership for the operation, enhancement, and business continuity for the association management system and associated information services and infrastructure for the world's largest actuarial professional organization. Oversight for all aspects of systems integrations between the organization's core systems, including the content management system, association management system, e-learning platforms, and custom web applications. Proactively manage, enhance, integrate, maintain, and support the AMS, including back office, web-facing e-business platforms, and associated data/microservices.

- Recruited to curate, direct, and mentor AMS, DevOps, and BI team staff with 90% employee retention.
- Cultivated a culture to promote staff professional development by exploring continuing education opportunities for team members and advocating for increased budget allowances for technical positions.
- Created DevOps team and associated positions to incorporate vertical integration in software development and deployments to reduce costs and time to market by over 50%.
- Planning and oversight of organizational initiatives and projects with budgets from \$25,000 up to \$1MM.
- Responsible for maintenance, enhancing and integrating the association's Association Management System/CRM(AMS).
- Implemented Agile methodology to design and develop interactive dashboards and data applications to provide executives and stakeholders with real-time KPIs.
- Enforced international data protection and privacy controls as a Member of the Data Governance Committee.

Manager, Web and Mobile Technology

(2015 – 2018)

Recruited and mentored members of the application support and web infrastructure teams. Leadership for project management, implementation, integration, enhancement, and support for web and mobile technology solutions to support the organization's mission, vision, and long-term goals. Implemented and managed design, development, testing, monitoring, vendor relations, stakeholder coordination, security, project leadership, and underlying hosting infrastructure.

- Technical expertise for complex system integrations between core systems, including the content management system, association management system, e-learning platforms, collaboration platforms, and all associated web-based applications.
- Proactively managed, enhanced, maintained, and supported multiple systems, including e-learning platforms, community platforms, and content management systems.
- Modernized entire underlying web infrastructure, reducing cost by over 46% for all managed hosting services.
- Implemented high availability architecture for the main member-facing website to eliminate 100% of downtime during high-traffic periods, site maintenance, and deployments.

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Professional Experience (Continued):

Congress of Neurological Surgeons - Schaumburg, IL

2011 - 2015

IT Project Manager

Leadership for successfully planning and executing software development and implementation projects for a professional association representing over 10,000 neurosurgeons, residents, medical students, and allied health professionals. Facilitated all phases of the project life cycle, including scope definition, analysis, design, development, testing, implementation, and post-implementation.

- Implemented new content management, learning management, change management, and association management systems, all within budget and on time.
- Negotiated terms and conditions of contracts with vendors to obtain maximum concessions on pricing and delivery by offering extended business contingent upon satisfactory performance.
- Collaborated with volunteer members of the Association's Information Technology Committee to develop project plans that define key activities, timelines, and resource requirements necessary to achieve IT objectives.
- Recruited and directed contract employees for new projects that required specialized skill sets.
- Interviewed interdepartmental staff to identify and document standard operating procedures for the organization.

Don Johnston – Volo, IL

2010 - 2011

Project Manager

Managerial leadership and guidance over software development projects, facilitating all phases of the project life cycle, including scope definition, testing, implementation, and technical support for a K-12 assistive technology and special education curriculum corporation. Controlled project timelines, deliverables, and budgets as lead project manager for all web-based and mobile projects.

- Managed development team and contracted technical staff in software production for native, mobile, and web applications with project budgets regularly exceeding \$1MM.
- Successfully managed, mobilized, and empowered staff during a corporate reorganization while creating a climate that maintained some of the highest morale levels in the company.
- Exceptional communication and negotiation skills to secure and manage multiple simultaneous contracts to negotiate favorable contract terms, modifications, and extensions.
- Led the organization's Research and Development, client relations, and satisfaction programs.

Community Unit School District 300 - Carpentersville, IL

2007 - 2010

Technology Coordinator

Direct oversight of the coordination and facilitation of all aspects of technology functions and operations, ensuring optimal performance of servers, clients, backup systems, network infrastructure, WAPs, networked video systems, and VoIP telephones throughout twenty-seven schools for the state's sixth-largest school district, serving over 23,000 students and over 2,600 staff.

- Managerial leadership over the network operations center (NOC), network infrastructure, telephony, laptops, and iPads.
- Initial setup, configuration, and routine maintenance of all servers, networking, backup, and client systems; created, installed, and maintained client system images and IP addresses on PC and Mac platforms.
- Coordinated technology projects from initial scope and definition to budget development, staff scheduling, and training.

Education:

DeVry University - Addison, IL

Bachelor of Science, Technical Management with a concentration in Computer Information Systems

Certifications:

Scrum Alliance; Certified Scrum Master

Technical Proficiencies:

MS Office, MS Project, Smartsheet, Oracle Eloqua, Real Magnet, Meridian, LMS, Higher Logic, CMS, Optimizely, Drupal, AMS, Personify CRM, Netforum CRM, Salesforce, Custom web applications, IPASS, Cloud, AWS, Azure, API's, Web Services, Microservices, Windows Server, Archive Directory, Exchange.