Twenty-four year experienced, multifaceted technical leader with corporate, non-profit, K-12 education, and postgraduate professional development organizations offering extensive experience in oversight of business systems operations, web and mobile application development and implementation, complex application integration, and supporting cloud infrastructure. Proven, respected leadership and management as a natural relationship builder who quickly establishes rapport, mobilizes and empowers individuals, and promotes collaboration to build strong, inspired teams to implement technology solutions to support organizational mission, vision, and long-term goals.

CORE COMPETENCIES

LEADERSHIP • STRATEGIC PLANNING • CROSS FUNCTIONAL TEAMWORK • BUDGET ADMINISTRATION • DATA GOVERNANCE PROJECT MANAGEMENT • CHANGE MANAGEMENT • SOLUTION EVALUATION • RISK MANAGEMENT • VENDOR RELATIONS CONTRACT MANAGEMENT AND NEGOTIATIONS • RESEARCH AND DEVELOPMENT • BUSINESS INTELLIGENCE COMPLEX SYSTEMS INTEGRATIONS • DEVOPS • WEB AND MOBILE APPLICATIONS • CLOUD INFRASTRUCTURE

- Innovative leader with innate ability to assess situations, determine critical issues, and facilitate change, while optimizing key resources.
- Extraordinary capacity to multitask, manage competing priorities while achieving organizational and customer objectives.
- Accomplished, hands-on experience in designing, implementing and deploying responsive web applications, mobile applications, and supporting cloud infrastructure.
- Extensive, hands-on experience with the integration of highly complex systems and solutions while optimizing efficiency.
- 15 years project management experience in leading all stages of the system development lifecycle, including requirements definition, design, development, quality assurance, and support.
- 12 years managerial experience managing technical teams and associated staff, contractors, vendors, and association volunteers.
- Comprehensive understanding of Business Intelligence concepts such as data warehouses and data marts. Design and development of live interactive dashboards providing stakeholders the latest organizational KPI's.
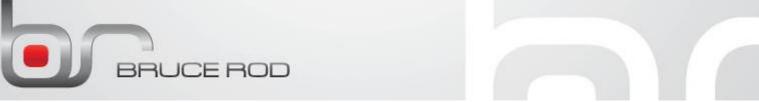
PROFESSIONAL EXPERIENCE

DIRECTOR, APPLICATIONS AND BUSINESS INTELLIGENCE • Society of Actuaries, Schaumburg, IL • 2018-Present
Leadership and oversight for the operations, enhancement, and business continuity for the association management system and associated information services and infrastructure for the world's largest actuarial professional organization. Leadership and oversight for all aspects of systems integrations between the organization's core systems including, but not limited to, the content management system, association management system, e-learning platforms, and custom web applications.

- Recruited to curate, direct, coach, and mentor AMS, DevOps, and Business Intelligence team staff with 100% employee retention during my tenure.
- Cultivate a culture to promote staff professional development by exploring continuing education opportunities for team members and advocating for increased budget allowances for technical positions.
- Recruit, direct, coach, and mentor undergraduate and graduate university students to collaborate with staff on technical projects to increase staffing resources and provide student internship opportunities.
- Recruit and direct contract employees for short to long term projects to augment staff resources.
- 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 interdepartmental projects with budgets from $25,000 up to one million dollars.
- Proactively manage, enhance, integrate, maintain, and support the AMS including back office, web facing e-business platforms, and associated data/micro services.

- Business continuity planning, testing, and recovery of the AMS, its system interfaces, and e-business sites.
- Implement Agile methodology in design and development of interactive dashboards and data applications to provide executives and stakeholders real time KPI's.
- Enforce international data protections, privacy controls, and data governance policies. Member of Data Governance Committee.

MANAGER, WEB AND MOBILE TECHNOLOGY • Society of Actuaries, Schaumburg, IL • 2015-2018
Recruit, direct, coach, and mentor members of the application support and web infrastructure teams. Managerial leadership for the project management, implementation, integration, enhancement, and support for web and mobile technology solutions to support the organization's mission, vision, and long-term goals. Implementations and ongoing management included 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.
- Implemented a new search engine platform and provided expert recommendations regarding integration and related metadata projects, and SEO efforts.
- Successfully modernized entire underlying web infrastructure while reducing cost over forty-six percent for all managed hosting services.
- Implement high availability architecture for main member facing website to eliminate 100% of downtime during high traffic times, as well as, site maintenance and deployments.

IT PROJECT MANAGER • Congress of Neurological Surgeons, Schaumburg, IL • 2011-2015
Leadership for the successful planning and execution of software development and implementation projects for a professional association representing over 10,000 neurosurgeons, neurosurgery 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 a new content management system and its related integrations with the learning management system and association management system on time and within budget.
- Implemented a new learning management system and its related integrations on time and within budget.
- Implemented and upgraded the association management system including leading the core team through the discovery, implementation, and upgrades. Inclusive of leading the project, documenting organizational SOP's, conducting an RFP process, coordinating associated demonstration with AMS vendors, and conducting the feasibility and return on investment of moving to a new AMS.
- Implemented a change management process to coordinate and respond to requests for changes from original project specifications and design to better align organizational practices with organizational values.
- Regularly 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.
- Managed project teams inclusive of staff, Association volunteers, and outsourced network administrators.
- 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.

PROJECT MANAGER ● Don Johnston, Inc., Volo, IL ● 2010-2011
Managerial leadership and guidance over software development projects, facilitating all phases of the project life cycle including scope definition, analysis, design, development, testing, implementation, and post implementation 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 one million dollars.
- Managed multiple simultaneous custom web application projects meeting all objectives and profit targets.
- Designed and implemented enhanced project execution methodologies and staff accountabilities with deliverables meeting budget and aggressive schedule requirements, eliminating 1- to 2-year schedule overruns.
- Successfully managed, mobilized, and empowered staff during a period of considerable staff reductions 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. Collaborated with clients and technical staff on current products or in-progress work to mitigate risk and explore opportunities for new products or enhancements of current product lines.

TECHNOLOGY COORDINATOR ● Community Unit School District 300, Carpentersville, IL ● 2007-2010
Direct oversight and responsibility for the coordination and facilitation of all aspects of technology functions and operations, ensuring optimal performance of servers, clients, backup systems, network infrastructure, WAP's, 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 including Macintosh and Windows platforms; created, installed, and maintained client system images and IP addresses on both PC and Mac platforms.
- Orchestrated the planning and coordination of technology projects from initial scope and definition to budget development and staff scheduling and training.

LEAD QUALITY ASSURANCE ANALYST ● Don Johnston, Inc., Volo, IL ● 2004-2007
Managerial leadership for a team of five, delegating project responsibilities, testing plans, and regression schedules for an industry-leading assistive technology and special education curriculum corporation. Led the development and deployment of testing solutions for in-house and third-party software products.

COMPUTER CONSULTANT ● ICS Solutions Inc., Dundee, IL ● 1998-2002
Planned and coordinated the deployment and implementation of PC/Macintosh computers into client networks, performing initial setup, installation, and post-implementation technical support. Developed and maintained web properties including sites for the largest family of hunting related websites in the world.

EDUCATION AND CERTIFICATION

Bachelor of Science, Technical Management
Concentration in Computer Information Systems
DeVry University, Addison, IL

Scrum Alliance Inc. – Certified SCRUM Master