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**ENTERPRISE ARCHITECTURE - IT MANAGEMENT - PROCESS IMPROVEMENT – CHANGE MANAGEMENT
IT & BUSINESS STRATEGY – PROJECT MANAGEMENT – SECURITY – INFRASTRUCTURE – IT LEADERSHIP**

Innovative Business and IT Leader with more than 19 years of progressively challenging responsibilities. Experienced in building **State-of-the-Art Technology Operations** for start-up, turnaround, and high-growth organizations. **Talented Team Builder and Technology Trainer** who delivers user-friendly technology solutions that achieve/surpass user experience, business, and financial goals. **Astute Negotiator** who has saved hundreds of thousands of dollars in technology costs through strategic partnerships, collaboration, and technical innovation. **Trusted Advisor** to senior executives who is adept at defining capability gaps, strategizing IT roadmaps, and forecasting revenue impacts. **Mentor Focused People Leader** with unquestioned integrity, and a passion for streamlining and integrating technology enterprise wide.

- **IT Architecture and Strategy Development:** Designed multi-year technology strategies in support of growth and operational shifts, including business application strategies, security, and scalability, all within compliance requirements and constraints.
- **IT Leadership and Project Management:** Acquired, implemented and customized systems, software, networks, and applications to meet a broad cross-section of business, financial, development, IT, HR, and organizational requirements.
- **Infrastructure Expansion:** Delivered an infrastructure build-out of an 18,000 sq.ft. high-rise office space to accommodate rapid growth of a start-up. Project completed early and 15% under budget due to efficiencies created by strategic staff augmentation.

CONTINUALLY RECOGNIZED FOR

Seamlessly and cost effectively linking technology with other business units in multi-site organizations where building performance driven, quality focused, customer centric, and financially robust operations was imperative.

TECHNOLOGY LEADERSHIP

- ❖ IT Strategy & Architecture Design
- ❖ Multisite Onsite / Remote Operations
- ❖ IT Governance and Compliance
- ❖ Purchasing, Budgeting and P&L
- ❖ Policy and Procedure Development
- ❖ IT Team Leadership & Motivation
- ❖ Emerging Technology Analysis

INFORMATION SECURITY

- ❖ Information Security Operations
- ❖ Information Security Audit
- ❖ Risk & Business Impact Assessment
- ❖ Business Continuity and Recovery
- ❖ Firewall, IPS, Endpoint Protection
- ❖ Disaster Recovery Planning
- ❖ Security Plan Documentation

MAJOR PROJECTS

- ❖ ERP Selection & Implementation
- ❖ Data and Communications
- ❖ Local to Cloud Conversions
- ❖ Global Security & Connectivity
- ❖ Enterprise Wide Hardware Upgrades
- ❖ Data Center Selection and Migration
- ❖ M&A Data and Systems Integration

SENIOR LEVEL EXPERIENCE

Senior IT & Project Manager | IT Management Group, LLC | Chapel Hill, NC | 2015 – Current

- **Description of Responsibilities**

Responsible for working with the broader IT organization and business unit leaders, including executives and board members to determine ways of leveraging technology to enhance business objectives while improving the consumer and employee experience. Focuses include existing and emerging technologies, business motivations, business operations, and business analysis frameworks and related networks that link all aspects of the enterprise together. My role facilitates the ongoing management, identification, and documentation of business and information architecture by participating in a variety of activities to meet the organization's needs, including gathering information, analyzing business needs, coordinating, and executing directives. I provide a link between IT architecture and business process management by aligning company goals with business operations and processes to produce information as to the connection between different aspects of the enterprise.
- **Project Management Responsibilities**
 - As a senior project manager, I managed high profile, complex projects designed to improve speed, quality and control of business processes which in turn enhanced customer satisfaction.
 - Responsible for providing teams with clearly defined project expectations, scheduling the timely delivery of critical milestones, and reporting on qualitative and quantitative project results.
 - Lead diverse project teams including single- and multi- vendor management, and coordination and communication across multiple departments and operational areas.
 - Responsible for working closely with sales, marketing, and operations to define and subsequently ensure the efficient execution of IT related projects including communication to executive management of progress and any course corrections.
 - Partnered with business units to set priorities and identify areas requiring improvement; oversaw development, scheduling, design, and implementation of software applications to meet user needs.
 - Built cross functional teams. Facilitated meetings with all levels of the organization to identify needed change to achieve executive/company objectives. Held teams accountable and reported results to executive leaders.

- **Achievements**

- Directed all project teams in the full implementation of a new ERP system encompassing sales management, purchasing, inventory, and other control modules within schedule and under budget.
- Managed the piloting of alternative technologies, created cost/benefit analysis, and presented results clearly to senior management to ensure a data-driven decision. The technology was ultimately adopted by operations and became a key driver for the company's growth strategy.
- Led a cross-functional team including IT, multiple operational areas, offsite consultants, and third-party developer to execute a project within a compressed 90-day timeframe to save an estimate \$115,000 annually.
- Renegotiated outsourced contracts, resulting in a \$75k+ annualized saving in operating expenses which led to a long-term approach to strategic partner management with the aim of optimizing operations and delivering savings.
- Executed the data and CRM integration of 17 acquired companies from several solutions into 1 unified solution.
- Migrated several in house processes and servers to Azure and Amazon clouds and set up full IPSEC VPN to multiple locations, along with migrating from in-house Exchange to hosted Exchange with Office 365 and migrating in-house Avaya PBX to a hosted PBX solution. These initiatives generated a minimum cost savings of over \$135k per year.

Director of Technology | SandPointe, LLC | West Palm Beach, FL | 2013 – 2015

- **Description of Responsibilities**

Provided executive leadership as the head of the technology department for a global start-up corporation. My primary function was to direct the architecture, strategic design, acquisition, management, and implementation of an enterprise-wide budget conscious, scalable, stable and reliable technology infrastructure. Responsibilities included all aspects of strategic IT planning, budgeting, security, network, and database design (cloud and local), software development, purchasing, compliance, policy and procedure development, and help-desk selection and management. I managed and delivered several large scale, successful, projects on time and under budget, including a substantial build-out of our penthouse suite including security (local & virtual), cabling, networking, connectivity, enterprise level Wi-Fi and a globally connected executive boardroom. I was employed by this start-up to conceptualize, develop, implement, and support all technology initiatives corporate wide from the ground up.

- **Architecture Responsibilities**

- Developed a sustainable architecture focusing on process improvement and governance, while helping the company achieve its business objectives, with consideration given to scalability, emerging technologies, cost, and usability.
- Defined and designed business & information architecture in support of the business strategy, including the architectural framework and required models for the implementation of enterprise systems including CRM and ERP.
- Provided a fair and unbiased mindset regarding business strategy and IT strategy, business processes and work flow automation, business initiatives and IT initiatives, and benefit realization and service delivery.
- Developed a business architecture strategy based on situational awareness of various business scenarios and motivations utilizing workflow and financial models and other analysis tools.
- Developed, implemented, and maintained architecture standards that drive business capabilities and optimization to create efficiency, quality, and agility.
- Defined executive requirements and worked with IT leadership to design and implement innovative but cost-effective approaches in the use of technology to solve business problems.
- Aligned strategic goals, strategies, and objectives with IT leadership to facilitate decisions.

- **Achievements**

- Was hired as the 5th employee and sole source of technology leadership for this start-up hedge fund. Within 7 months we were 60 employees strong and by the end of year one we had over 80 employees with securely connected global offices.
- 500% IT team growth from 2 to 19 employees within 8 months driven by fund performance and expectations.
- Reduced the earmarked "start-up" IT budget by over 20% despite increased projects, expanded infrastructure, rapid employee growth, and the complexities of systems, security and data that our portfolio managers, compliance team and SEC attorneys required.
- Responsible for the system design of a hybrid cloud/local data infrastructure that was responsible for producing the indicators used to trigger automated trades (24x7x365) of a fund with \$500mm AUM.
- Worked closely with several portfolio managers to determine the business solutions, data feeds, and data repositories required to perform real-time automated analysis of 1,000,000's of intraday data points, world news, and social media data, which in turned triggered automated trades as part of our "Machine Learning Initiative".
- Managed and executed an enterprise wide process improvement initiative that resulted in a 5% cost reduction, and 8.5% reduction in staff hours; in an already highly efficient, lean, operating environment.

PREVIOUS EXPERIENCE

IT & MIS Manager | Empowering Others, LLC | Jupiter, FL | 2002 – 2013

- Directed the implementation and maintenance of enterprise IT systems in order to improve service quality and cost effectiveness. Provided hands-on management ensuring the day to day technology needs of all departments were met. Planned, coordinated, and supervised all activities related to the design, development, implementation and support of enterprise and web-based software applications and the delivery of analytics corporate wide. Worked closely with business leaders to ensure priorities were assigned to all initiatives.
- Served as the process owner and point of contact in the communication of the financial reporting timetable. Collaborated with accounting, finance, and sales to ensure that requirements are understood and procedures and resources are in place to execute the timely preparation and presentation of financial statements. Prepared, analyzed, and reviewed all financial statements in addition to ad hoc requests from senior management.

Senior Business Analyst | Roof Tile Administration | Stuart, FL | 2000 – 2002

- Provided complex, variable driven, innovative analytical and statistical support using complex data sets to identify, analyze, interpret, and predict trends and patterns. Reviewed, analyzed, and evaluated business systems and user needs. Assisted users in defining their needs, analyzing, and documenting their business process, as well as drafting requirement documentation for programming requests.

Senior Financial Analyst | AmeriPath Inc | Riviera Beach, FL | 1998 – 2000

- Guided team to provide relevant and timely analysis of monthly results to business owners. Prepared for and actively participated in meetings to review significant account variances in comparison to forecast and budget. Collaborated and lead business teams in identifying and analyzing relevant data to provide insight into revenue, COGS, margin, expense and profitability trends of the businesses.

Decision Support | Intracoastal Health Systems | West Palm Beach, FL | 1997 – 1998

- Performed diversified duties in support of the organization's Decision Support and Budget Departments. Responsible for assisting with the preparation of financial assessments of operating activities, capital investments and business acquisitions including the administration and enhancement of financial and operating budgets and forecasts. Provided data-related education and training to a variety of end users.

An expanded itemized description of all the above positions can be provided upon request.

MANAGEMENT CAPABILITIES

- ❖ Profitability and Cost Analysis
- ❖ Budgeting & Cash Flow Management
- ❖ Contract and SLA Negotiations
- ❖ Hiring, Training, & Job Descriptions
- ❖ Process Analysis and Redesign
- ❖ Presentations, Updates & Reporting
- ❖ Resource Planning and Evaluation

CLOUD AND SECURITY

- ❖ Microsoft Azure
- ❖ Amazon AWS
- ❖ Liquid Web
- ❖ CPanel / Hsphere
- ❖ Symantec Endpoint Protection
- ❖ Trend Micro Smart Protection
- ❖ Cisco CloudLock and Umbrella

BUSINESS INTELLIGENCE

- ❖ Microsoft Power BI
- ❖ SAP Business Objects
- ❖ Domo Enterprise
- ❖ Cognos Analytics
- ❖ Tableau Online
- ❖ Salesforce Analytics Cloud
- ❖ Salesforce Marketing Cloud

HARDWARE / OS / NETWORKING

- ❖ Windows, Mac, Linux
- ❖ Android, Windows and IOS
- ❖ Windows server / Datacenter
- ❖ Dell SonicWALL and IPS
- ❖ Cisco & Netgear Switches & Routers
- ❖ Enterprise Wi-Fi and VOIP Systems
- ❖ HPE BladeSystem / Dell PowerEdge

CRM / FINANCIAL / SOFTWARE

- ❖ Microsoft Dynamics / Great Plains
- ❖ SAP Business One / SAP Financials
- ❖ MS SharePoint / Office 365
- ❖ VMware / Parallels
- ❖ QuickBooks / Sage 50 (Peachtree)
- ❖ Enterprise Content Management
- ❖ Dow Jones / Bloomberg / MathWorks

ITSM

- ❖ ServiceNow
- ❖ Service Pro
- ❖ SysAid
- ❖ Samanage
- ❖ Spiceworks
- ❖ Zendesk
- ❖ Freshservice

SELECT IT ARCHITECTURE AND PROJECT MANAGEMENT IMPLEMENTATIONS

includes: planning, budgeting, presentation for approval, vendor selection, project management, documentation, and hands-on assistance

IT Security and Internet Controls

Oversaw the design and implementation of the corporate WAN, implemented firewalls, VPN, spam, antivirus, web filter servers and dns management.

ERP Selection & Implementation

Conducted the vendor selection, business process mapping, needs and gap analysis and technical/functional requirements definition to identify and select a new ERP system. Directed all project teams in the full implementation of this new ERP system encompassing sales management, purchasing, inventory and other control modules within schedule and under budget.

- **VOIP Conversion & Outsourced Calling Center**

Selected and managed a complete conversion from land-lines to VoIP telephony. Along with this project came the selection and implementation of an outbound call center which dramatically reduced costs and increased sales/recurring business.

- **Satellite/Remote Office - Cloud/VOIP/ERP**

Responsible for the conversion of an office based company to 100% remote employees which included a VoIP setup and cloud based ERP / CRM.

- **Windows PC Conversion & Office 365 Migration Upgrades**

Strategized and oversaw the conversion of Win XP/Office 2003 PCs to Windows 7/Office 2010 corporate wide. Companywide Office 365 migration including global satellite offices and remote sales staff.

- **Data Center – local and cloud requirements**

Led the efforts to design a new data center and IT infrastructure including budgeting, vendor negotiations, hardware, cabling, wireless, VoIP, audio visual and security systems for the build out of new office space.

- **Office Relocation**

Managed the relocation, design and implementation of all IT infrastructure/hardware/software to a new facility on time, under budget, with no down time, loss of data or start-up issues.

- **Disaster Recovery**

Successfully performed a full disaster recovery of a failed server and managed Active Directory, Domain, and IP schema upgrade projects improving security and organizational structure.

EDUCATION

Florida Atlantic University – B.S. Degree Finance / B.B.A. Degree International Business / Minor MIS

Thank you for your time and review of my qualifications.