

## EXECUTIVE SUMMARY

Dynamic and Solution-Oriented Information Technology Leader with 20 years' industry experience in a wide array of IT functions and industries including Insurance, Automotive, Travel, Healthcare, Education, Manufacturing, and IT Consulting. Proven history of completing projects at CIO level impact in technology strategy and execution. Possess a diverse portfolio of skills and expertise covering a broad spectrum of delivery and operational responsibilities including change and transformation, software development, agile delivery, IT operations and support, and building leaders and high performing teams. An energetic trail blazer focused on people, culture, partnerships, and business outcomes with a reputation for enabling change and championing excellence in delivery.

## COMPETENCIES

IT Strategy  
Innovation  
Organizational Effectiveness  
Solution Delivery

Enterprise Agility  
Team Building  
Enterprise and Solution Architecture  
Leadership Development

Culture Change & Transformation  
Acquisitions, Mergers & Divestitures  
Governance & Security  
BCP & D/R

## SELECTED ACCOMPLISHMENTS

- Executed a 90-day plan as IT Director for AAA Arizona, developing IT strategy for \$3.7m investment and transformation of IT to align with business strategies which modernized the IT platform and leveraged cloud technologies.
- Led emergency effort to aggressively identify vulnerabilities and implement SCCM tooling, processes, and patches to address insufficient cyber security posture which closed over 700 critical and 3000 total network vulnerabilities, and protected thousands of previously vulnerable customer credit card numbers.
- Designed and developed a new B2C, white label advertising platform for a global media firm. WYSIWIG ad creation with dynamic pricing, payment and integration to ad management systems and new product bundling capability which increased revenue per ad 20%, and a ~300% lift in online ad revenue overall.
- Optimized the technology components of a combined \$1.5b revenue merger to illustrate the target architecture, project components, project dependencies and risks which resulted in a complete enterprise view of the integration and critical risks as well as a complete reworking of the program plan and on-time execution of the merger.
- Built (30) technology services to replace a series of (30) Temporary Service Agreements for an IT carve-out of a \$900m auto club divesting from a \$2.5b organization which empowered the divesting company to operate as a new independent entity within a year, saving the company \$26m in operating costs.
- Launched Agile/Scrum for an \$3b insurance company that integrated environments, design, development, testing and release of a legacy policy administration system, which tightened strategic alignment with multiple internal business partners, accelerated releases from quarterly to semi-monthly, and reduced defect rate for production releases by 80%.

## PROFESSIONAL EXPERIENCE

### *AAA Arizona - Phoenix, AZ*

**July 2016 – Present**

A \$125m revenue, 900K member Automotive Club providing a diverse set of membership services including ERS and Insurance.

#### Director of Information Technology

As Chief Executive for Information Technology, responsible for supporting all business lines and shared services including Service Desk, Applications Development and Support, Data and Business Intelligence, Vendor Relationship Management, Hardware Systems, Telecom and Network Operation, Point-of-Sale and Credit Card Payments, Process and Channel Integration, Store Operation and Expansion, Call Center, and Disaster Recovery. Led the Applications for all corporate strategic/security initiatives.

- Developed strategic plan to leverage cloud technologies for “commodity” services like email, storage and ITSM. This effort was both to modernize IT as well as create IT staff capacity and agility for strategic work ahead. This resulted in freeing up 33% of staff capacity to focus on innovation initiatives, creating valuable management metrics, reallocating insurance support staff to revenue generating activities and reducing operational costs.
- Established and rolled out new methodology for executing technology projects and operations, including SAFe and Agile/Scrum, which resulted in cross-department and cross-discipline coordination of complex project activities. This provided a higher level of visibility into all project activities and milestones, allowing other divisions to harvest value from projects and capabilities and focus on highest priority activities first.
- Sponsored effort in IT to leverage new tools and approaches for assessing security posture, which closed 724 critical vulnerabilities, correcting internal network and systems problems that could have led to exploitation of sensitive customer information (PII, PCI).

- Fostered a strong partnership with Internal Audit team and built IT team expertise on PCI-DSS, implementing technology controls and process as well as developing appropriate levels of documentation to ensure proper encryption and management of sensitive customer data which solidified compliance with PCI-DSS 3.1/2 standards and internal audit requirements.
- Led enterprise-wide effort to bolster innovation culture and change, establishing internal consulting practice that encouraged staff to identify and solve business problems, which shifted focus from order-taking to proactive problem solving and optimized business processes in multiple lines of business.

***Cimphoni – Delafield, WI***

**Jan 2013 - July 2016**

A boutique consulting firm offering Interim Leadership, CX, and IT Transformation services to SMBs in multiple sectors.

Chief Technology Officer

As partner reporting to the President & CEO, responsible for business development, defining consulting services, firm development, leading individual and team projects, and managing teams of contractors. Projects included M&A, solution architecture and assessment, software implementation and integration, business continuity planning and disaster recovery, IT strategy and 3-year plans.

- Leveraged 100% cloud and mobile-enabled solutions in implementing Mavenlink, Salesforce.com, Box.net and Office 365 to provide foundation technology services to run Cimphoni, which optimized bench utilization for consultants, created invoices, managed accounts receivable for customer engagements and enabled the enterprise communication platform.
- Researched and developed 200+ attribute product comparisons in the Customer Relationship Management (CRM), Integration Platform as Service (iPaaS), and Intranet/Portal spaces, which created unique, robust product selection tooling and methodology.
- Provided Thought leadership, fostered partner relationships, and established practices for disruptive technology trends including Internet of Things and Cognitive Enterprise which enhanced service offerings, and boosted sales & marketing.

***AAA of Northern California, Nevada & Utah - Emeryville, CA***

**Oct 2010 – Dec 2013**

A \$1b AAA Auto Club servicing a three-state customer footprint, and providing multiple services lines to a 4.5m customer base.

Director of Enterprise Applications

Senior IT leader responsible for strategy, engineering, support, architecture and procurement of all software-related information technologies and resources. Leading a staff of 60+, established a new, mature IT operation with a focus on applications and support to support numerous business lines. During this period, was promoted to Director role after serving in successive roles as Business Systems Delivery Manager IV/V, Solutions Delivery Lead and Technical Delivery Specialist VI.

- Led transition of organization from technical Temporary Service Agreements (TSAs) of parent organization to newly built, company-provisioned systems for Travel, Human Resources, Insurance, Membership, and Emergency Roadside Service which resulted in an IT carve-out fully capable of supporting business operations with no service disruption to 4.5m members.
- Designed and enabled a new home grown Membership system, POS ecosystem and back-office integration based on Salesforce.com, Dell Boomi, Acquia hosted Drupal, Aria and RetailX which resulted in a hybrid cloud implementation to replace an expensive, aging mainframe-based Membership system.
- Built the new Enterprise Applications organization from bottom up, including development of organizational structure & culture resulting in hiring of managers and technical staff, establishing architectural plan, applications portfolio, investment strategy, support and service desk, digital presence, and business relationship management model.

*Previous roles include Leadership, Management and Technical roles in software development, applications and IT management and network/systems roles for CSAA, Neudesic, Kelley Blue Book, Gannett, Pentawave, Shared Medical Systems (Cerner), CompServices and Blue Chip Technologies.*

**EDUCATION / CERTIFICATIONS**

University of Phoenix: Major in Science/Information Technology (BSIT) Program

Completed several continuing education courses in technical leadership at Community Colleges (MCCC, GCC, Rio Salado)

Certified Scrum Master (CSM)

Certified Scrum Product Owner (CSPO)

ITIL v3 Foundation Certified

Multiple software development, network/hardware and database related certifications.

**PLATFORM EXPERIENCE**

Salesforce.com, Service-Now, Workday, Drupal/LAMP, Wordpress, iPaaS (Jitterbit, Dell Boomi), Microsoft/Azure, Amazon Web Services (AWS), Legacy mainframe and iSeries (AS/400), Microsoft .NET Framework, SQL Server, Sharepoint, Jive, Marketo, Hubspot, OneLogin SSO, Google G-Suite, Office 365.