

## **IT GOVERNANCE AND MANAGEMENT**

An innovative professional with excellent strategic and tactical skills, has a lifelong ambition to improve capabilities and quality through technology. Successful as a dedicated technologist, IT leader, systems architect, and liaison. Effective in guiding staff and collaborative teams, delivers pragmatic decisions on IT investments, creates and customizes software and systems solutions, and performs system integration for demanding environments. A tactician and problem solver, who is adaptable, amicable, and committed to making significant contributions to organizations, value, and customer satisfaction.

## **KEY STRENGTHS**

- Strong commitment to continuous learning, and the application of technology to enhance company performance and to perform continuous improvement.
- Proactive innovation talents that deliver process improvement and operational integrity.
- Engaging interpersonal skills that foster teamwork and positive outcomes, including collaborative vendor management and the identification, selection/acquisition, and growth of key personnel.
- Dedicated to a solution-driven process, based on accurate assessment and effective execution.
- Superlative skills related to solution selection or creation, configuration, management, and security.
- Thorough understanding of the important role that technology and systems, properly aligned with processes and strategy ensure the success of an organization.

## **EXPERIENCE**

### ***A Private Company, PA***

**2015 - present**

#### **Sr. Director of Information Technology, acting CISO**

Built an IT department from scratch, using an MSP to provide specialized engineering capabilities as needed.

#### **Computer Security**

- Designed and implemented a layered cyber security solution based on the NIST-800 framework, CISA and CISSP techniques, and CIS benchmarking in order to protect data and assets in a HIPAA environment. Components include policies, system and software vetting, SEIM, insider threat detection, system activity monitoring, data classification, anti-malware with MITRE assessment, data integration and dashboards, confidentiality-integrity-availability, environmental awareness, network hardening, operating system hardening, offsite backup, personnel training, 2 factor authentication, password management, mobile device management, encryption, DNS monitoring, modern firewall and SD-WAN, real time inventory, scans and OSINT tools, disaster recovery planning, and system and vendor selection.
- Championed and implemented the recommended actions resulting from Vulnerability Assessments.

#### **SOC 2 Type II (System and Organization Controls by the American Institute of Certified Public Accountants)**

- Worked with external auditors to achieve successful "unqualified" SOC 2 Type II Reports.
- Implemented policies, controls, and procedures based on NIST-800 guidelines.

#### **Governance Policies and Procedures**

- Developed policies for IT Governance.
- Developed and executed an IT Strategic Plan.
- Worked closely with the Senior Team (C Suite)
- Performed IT budgeting for the organization, and the IT department. Authorized capital expense and negotiated contracts.
- Developed and executed hardware and software selection criteria.
- Authored and where appropriate delegated the creation of technical presentations and documentation.
- Adhered to regulatory compliance for healthcare.

#### **Application Development**

- Established a Project Management Office based on the PMI PMBOK.
- Selected the development tools and languages.
- Selected the development vendor and built teams to provide solutions to business challenges.

- Developed the Electronic Medical Record System for clinical users.
- Developed the Billing system for the finance and actuary departments, also housing health plan data.
- Performed business analysis using Lean Six Sigma techniques and best practices yielding efficiency gains and error reduction.
- Created a data environment coupling internal data sources, systems, data stores, and flat files with each other and external systems such as CRM, enrollment, secure file delivery methods, commissions, budgeting, payroll and others.

#### **Infrastructure**

- Designed and managed the construction of an on-premises datacenter, consisting of high-performance encrypted storage, high-performance servers and switches, line switching and conditioning with backup generation, environmental controls, monitoring, multi-site Disaster Recovery, and physical and wireless connectivity in a Cisco/Meraki environment.
- Designed segregated switch design (Voice and Data), VLANs, and other security considerations.
- Created a secure hybrid data environment consisting of on-premises and cloud components, as appropriate.
- Directed and managed all IT operations, including telecoms (PRI and VOIP), voice, collaboration (including Audio-Video smart rooms), and data.
- Applied virtualization for servers and users where appropriate.
- Supported project to establish a telehealth system for our ConnecteCare3 division.
- Provided 99.97% uptime over six years.
- Supported build-out and move to new locations.

#### **Big Data Development**

- Selected and worked with Architect to determine the facts and dimensions for health carrier information processing and patient details.
- Selected, procured and implemented the hardware and systems for a secure on-premises data lake.
- Directed the development of a SQL Server data lake, and its interfaces to using AWS, sftp/ftps, and APIs.
- Directed the development of business analytics using Power BI.
- Applied Automation using Microsoft SQL Server Management Studio with C# and Python in order to improve efficiencies and avoid errors.

#### **Help Desk**

- Created the help desk with three levels of support, asset management, and user training.
- Applied ITIL best practices for high quality help desk results.
- Ticket closure time was typically between five minutes and one hour for non-project related tickets.
- Help Desk positions were entry level with career paths to infrastructure engineering.

#### **Organizational growth**

- Built an IT department from a single position, in order to support organizational growth from less than 50 to over 200 employees and EBIT Quadrupling. Well positioned to continue this growth pattern indefinitely and well positioned for future sale.
- Created a highly responsive customer-focused IT organization that consistently meets goals.
- Identified and developed talent, reassigning individuals to more appropriate roles, with salient outcomes.
- Transitioned from a 100% in office environment to 100% at home inside of seven days, 80% the same day.

### ***Klines Services, Salunga, PA***

**2011 - 2014**

#### **Information Technology Consultant**

I was asked to implement an ERP system. The system was now in its 8th year of implementation, and mine would be the 3rd attempt. While I was there, I made a few changes to the IT environment, which improved and secured the data and processing functions and helped position the company for sale.

#### **Projects – IT Systems, Integration**

- Managed and facilitated a major project that migrated MS Access databases to Sage 100 ERP system, then created decision support and scheduling tools in Visual Studio, MS Access, MS Excel, and Business Objects Interface, to improve the use of the Sage 100 ERP system by 40% through automation.
- Managed and facilitated a project that planned, specified, installed, and configured, hardware and software, with testing in VMware, which for example, reduced build time from one day to 20 minutes.

### **Projects – IT Systems, Software**

- Designed and directed over 20 projects using vbscript and .net programming, which achieved:
  - Performance advancements of hardware and software refreshes, system migrations, and augmented route planning, the resulting deliverables yielded a typical 70% improvement.
  - Improved overall system performance and availability by to 100%, sustained for two years to date.
  - Projects integrated new software and technologies into existing systems, which added capabilities and improved performance by more than 100%, helping to win new, and retain existing customers.
- Managed and facilitated a project that created a WiFi bridge between three Access Points using ddwrt.

### **Projects – Process Improvement**

- Managed and facilitated projects that developed standardized hardware and software systems, and provided solutions for business and manufacturing. This typically yielded a 20% gain in efficiency over existing systems, and doubled the effectiveness of the organization by creating additional capabilities.
- Managed and facilitated projects that created operations reports, work tickets, and job-tracking sheets in Crystal Reports, which and improved data capture by 50% and provided metrics for management.

### **Management – Computer Security**

- Performed incident management, managed computer security, implemented an Astaro firewall with RDP port forwarding to support telecommuting resulting in improved connectivity allowing for safe telepresence, which in turn increased staff productivity by 20% overall.
- Managed enterprise end point protection, WSUS Server and updates for workstations and servers, applied version and security updates to software, ERP system, and systems.

### **Management**

- Liaison between internal organizations, vendors, and contractors.
- Managed systems, vendors, data security, telecommunications, infrastructure, and support resources, (to include engineers, developers, help desk, and trainers), for corporate computing operations, which reduced recurring IT budget expenses by over 20% and supported business strategic growth.
- Managed and participated in training, technical support, and break/fix teams, reconfigurations and tuning, and system and data, yielding 99.999% system uptime.

### **JLD Systems, Lancaster, PA Technology Consultant**

**2009 - 2011**

I am still involved in this enterprise, intermittently (hobby), as a design engineer in a self-specified capacity.

### **Projects – Solutions**

- Liaison between customers and their internal organizations.
- Developed hardware and software systems for automation, and provided solutions for business and manufacturing, typically yielding a 20% gain in efficiency of existing systems and doubling the effectiveness of the organization by creating additional capabilities.

### **EDUCATION AND EXECUTIVE TRAINING**

- **ITIL**, Foundation
- **Lean Six Sigma**, Green Belt Certification
- **Master of Business Administration**, Penn State University
  - Concentration on Information Systems.
  - QPA: 3.86, AACSB Beta Gamma Sigma Honor Society (top 10% of class)
- **PMP**, Project Management institute
- **Security+**, Certification training
- **Bachelor of Science in Computer Science**, Millersville University

### **SUMMARY**

- My approach consists of a thorough understanding of business goals and budgets and matching technology and organizational architecture to accomplish those goals. I create efficient and reliable systems that are both supportable and made to scale to future needs.
- Informed, adaptable, and sensitive to concerns, I work well with local, regional, and global resources, stakeholders, management, and sponsors, to achieve the desired business goals.
- I am an excellent fit for an organization seeking to leverage technology investments, while supporting a positive work environment.