

INFORMATION TECHNOLOGY EXECUTIVE: CIO / VP / DIRECTOR

Emerging Information Technologies ■ Voice/Data/Wireless Telecommunications ■ Client/Server

EXECUTIVE PROFILE

Visionary, resourceful IT executive with specialty expertise in academic settings and proven success innovating state-of-the-art solutions on time and under budget. Respected leader of diverse, cross-functional teams and highly regarded as a key resource, critical thinker, and out-of-the-box problem solver by senior executives. Strong understanding of the relationship between technology and strategic business interests with a P&L mindset proven to drive multimillion-dollar per annum savings.

Effectively use technology to increase profits, productivity, and competitive edge while simultaneously delivering significant reductions in the cost of doing business. Backed by solid credentials including MBA (concentration in technology management), BS in technology, multiple certifications (MCSE, MCDBA, MCP, NSNE, NANS), advanced technical acumen, and cross-platform expertise (Windows, Macintosh, Novell, MS-DOS).

EXPERTISE

- Strategic Planning
- Executive Leadership & Supervision
- Technical Infrastructure
- IT/Telecom/WiFi Systems Architecture
- Turnaround & Crisis Management
- Team Building & Training
- Customer-Focused Needs Analysis
- Technical Support/Help Desk Operations
- Systems Security & Disaster Recovery
- High-Powered Presentations/Negotiations
- Large-Scale Project Management
- Multimillion-Dollar Budgeting
- Creative Problem Solving
- Cost Reduction/Margin Improvement

CAREER PROGRESSION

YORK COUNTY – New York, NY

One of 38 offices established by the New York State Education Department to provide cost-effective, quality programs and services for school districts by pooling funds, talents, and energies.

Director of Technology, 09/98 – Present

Wholly accountable for the strategic direction and daily leadership of \$4.1 million, 20-person IT operations, including planning, policies, workflow prioritization, project supervision, and oversight of all information technology functions/systems/equipment for York county. Innovate improvements and solutions based on district needs, educational research, and technological advancements and serve as senior-level representative at the local, regional, and state levels. Direct all academic and administrative computing, networking, and telecommunications, infrastructure design/development, Web-based initiatives, and technical support services for 3,000 end-users.

Key Accomplishments:

- **Implemented organization's first automated customer service helpdesk system** using enterprise software and an SQL database to create a highly responsive, multi-tiered support system that slashed response/resolution time from an average of **90 days to one**. Completely **eradicated six-month backlog** of repair/upgrade requests.
- Modernized network infrastructure through systems overhaul to catapult network speed by **1,000%** and introduce **state-of-the-art IT system** featuring gigabit fiber optics, OC3, and wireless VPN communications. Completed **three months ahead of schedule** and **\$200K** under budget.
- **Saved millions of dollars annually** by recruiting top-tier IT talent into organization and launching cross-training initiatives that enabled elimination of virtually all project outsourcing.
- Decreased overhead **20%** (equivalent to **\$200K+**), improved customer satisfaction **over 40%**, re-energized workforce, increased department-wide productivity, and upped morale and individual accountability through comprehensive restructure that merged two disparate organizational units into a fully integrated, cohesive IT team.
- Commended for **change-agent strategy** that transformed work modes and processes operation-wide by utilizing Web/intranet technology for knowledge management systems, distance decision making, and virtual staffing via MS Netmeeting, MS Exchange, Web Outlook, SQL, ASP, and Java.
- **Augmented student learning and school curriculum** through hands-on training program for students, educators, and staff across a multitude of applications utilizing distance learning, desktop Intranet-/intranet-based training, and formal instructor-led teaching.

CAREER PROGRESSION

YORK COUNTY – *continued*

- Directed **large-scale systems migration** from Novell to Microsoft NT, **cutting hardware costs in half** and streamlining network communications.
- Benchmarked new “bests” in employee retention (**+50%** over industry standards) through employee-centered training, team building, and recognition programs. Developed, grew, and promoted staff through innovated means, earning a region-wide reputation as a highly progressive, innovative IT organization.
- Directed seamless migration from public IP to private IP network to safeguard extremely vulnerable, exposed network. Designed and implemented numerous security enhancements (e.g. firewalls, dual-array proxy) to **avert serious threats to security and insulate organization from legal risk.**
- Reduced circuit costs **75%** and upped bandwidth speed **56%** by connecting WAN locations utilizing cost-effective and secure technologies (VPN).
- Led organization through a series of upgrades to capitalize on **emerging technologies and application enhancements**, including MS Office 2000, Windows 2000 Profession, Norton Anti-Virus, MS Server Management Systems, Web Outlook, Discoverware, Alldata, Wincap, and IE 5.5.
- Implemented first-ever preferred vendor support program (total cost of ownership model) and negotiated all acquisitions for an annual reduction in IT spending ranging from **8% to 20%** (well into the **six figures**) without sacrificing optimal service/vendor support.

GCH COMPANY – New York, NY

Diversified, global manufacturer of floors, ceilings, cabinets, and automobile gaskets.

Senior Process Controller, 03/92 – 09/98

Supervised production-related technology projects supporting two plant operations (flooring/automotive parts). Ensured optimal support of business objectives and functions through sound design, administration, and troubleshooting of information systems, with sole responsibility for the selection, implementation, and support of all production systems, applications, hardware and data communications. Resolved complex system problems and engineered technology to improve overall system functionality.

Key Accomplishments:

- **Architected Novell and DMACS network** utilizing Allen Bradley PLC to automate production processes and maximize equipment utilization. Fully integrated solution minimized changeover time and significantly reduced batch cycle time for multiple beneficial outcomes: increased capacity and throughput, introduced needed checks and balances, automatically identified malfunctioning equipment, and saved company well **over \$1 million per annum.**
- Reengineered processes through computerization to enable knowledge-sharing across the entire enterprise. Empowered staff to download recipe and formula information from enterprise-level systems and upload electronic batch records and production actuals for **pace-setting efficiency, profitability, and security levels.**
- **Introduced remote access links** allowing timesaving dial-in control and rectifying of production line and computers during critical periods from remote locations.
- Developed user-based software that provided complete data collection, management, and control over every facet of batch manufacturing operations. Robust toolset, open architecture, and graphical user-interface positioned company for **powerful competitive advantage.**
- Facilitated just-in-time (JIT) production by designing software package that integrated production network and mainframe for as-needed material purchasing. Solution saved an estimated \$450K in material and storage costs.
- Hand-selected as internal auditor for mission-critical attainment of **ISO9001** (passed on first attempt), an achievement crucial in retaining the company’s major Fortune 500 clients.

XYZ INCORPORATED – New York, NY

Document management company.

Digital Network Engineer, 06/91 – 03/92

Evaluated and implemented new technologies, maintained organization’s entire IT infrastructure, wrote specifications, identified/evaluated vendors, and directed all technology purchasing.

Key Accomplishments:

- Implemented wide area network (WAN) connecting three branch offices that allowed company to consolidate personnel and resources for a **2/3 drop** in technical spending.

CAREER

XYZ INCORPORATED – *continued*

PROGRESSION

- **Established key departments** (Quality Assurance, Documentation, Telecommunications/WAN, and Help Desk) that were instrumental in improving internal processes and productivity.
- **Strategized and launched procedural improvements** to increase productivity, including scheduled hardware maintenance, employee activity tracking, and systems cross integration.
- Encouraged acceptance of PC platform, which reduced operational dependency on mini-mainframes and greatly improved overall system performance to record uptimes of **98%**.
- Designed and developed software to integrate data being stored by separate systems into a **unified, client/server environment**.

EDUCATION

NEW YORK UNIVERSITY – New York, NY
MBA, 2002
Concentration in Technology Management

UNIVERSITY OF WYOMING – Laramie, WY
BS in Technology, 2000
Major in Computer Information Systems

TRAINING

- **Certificate, Leadership Development Program**
NEW YORK UNIVERSITY GRADUATE SCHOOL OF BUSINESS (2002)
- **Certificate Program** in Management Essentials
NEW YORK UNIVERSITY SCHOOL OF MANAGEMENT (Currently attending)
- **Certificate Program in Educational Technology Integration**
NEW YORK STATE UNIVERSITY COLLEGE OF EDUCATION (Currently attending)
- **Cisco Network Devices, CCNA** (2002)
- **Windows 2000 Network Infrastructure Administration** (2002)
- **Telecommunications for Engineers** (2000)
- **National School Board Assoc. Technology Conference on Education Integration** (1999)
- **Project Management, Information Technology** (1995)

LICENSURE

MCSE – Microsoft Certified Systems Engineer, (2001)
MCDBA – Microsoft Certified Database Administrator (2001)
MCP – Microsoft Certified Professional (2001)
NSNE – National Association of Communication Systems Engineers Senior Network Engineer (2000)
NANS – National Association of Communication Systems Engineers Associate Network Specialist (2000)

AFFILIATIONS

National Association of Communication Engineers, Member (2001 - Present)
School Administrators Association of New York State, Local Association President (1998)
National School Board Association, Member (1998)
NY State Association for Computers and Technologies in Education, Member (1998)

TECHNOLOGY

Systems: Windows NT/2000/98/95 ▪ Novell NetWare ▪ Macintosh ▪ MS-DOS

Networking: LANs ▪ WANs ▪ WLANs ▪ VPNs ▪ TCP/IP ▪ Ethernet ▪ Wireless Fiber Optics/WiFi

Hardware/Tools: Routers ▪ Switches ▪ Hubs ▪ PCs ▪ Access Points

Software: MS Office ▪ FrontPage ▪ Visio ▪ MS Project ▪ Adobe Illustrator ▪ Norton NAV ▪ Citrix ▪ Terminal Services

Languages: Visual Basic ▪ VisC

Databases: Access, FileMaker Pro, SQL