

Jay Wortham

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Summary

Dynamic and results-driven Director of Dev Ops & Project Delivery with 20+ years of experience leading global IT operations, DevOps, digital banking support, and project delivery. Excel at providing comprehensive internal and external client support, systems analysis, and full lifecycle project management. Hands-on experience leading all stages of system development efforts, including requirements definition, design, architecture, testing, and support. Industry-recognized project and program leader.

Experience

First Western Trust Bank | Denver, CO

Director of Dev Ops and Project Delivery | 08/2022 - 01/2025

- Directed in-house IT services development team, data engineering, and project management by utilizing agile project management methodologies and implementing cross-functional collaboration, which improved project delivery time by 25% & reduced data processing errors by 30%.
Designed and delivered critical framework for documenting end to end followed by all processes enabling a new 'Followed by All' culture. Managed all third-party development resources.
Worked directly with all Senior staff, legal, accounting, sales and the product teams.

Finastra | Englewood, CO

Director of Digital Banking Support | 01/2020 - 08/2022

- Led global support teams for online, mobile, and voice banking products by implementing streamlined workflows and providing ongoing training, resulting in 50% increase in operational efficiency and 25% reduction in customer support response time.
Directed Professional Services Development team, and the Incident Response/Disaster Recovery team with agile programs design to achieve 99% response success rates.
Central point of contact for all key third-party strategic relationships connected to the supported products.
Support liaison for Senior staff, legal, accounting, sales and the product teams.

Nice Systems | Denver, CO

Director of Priority Support | 01/2019 - 01/2020

- Directed North American Priority Customer Support teams for United Airlines, Citicorp, and three other key accounts in five mission critical products groups using Six Sigma methodologies for process engineering resulting in a 100% retention rate for at risk accounts.
Support liaison for Senior staff, legal, accounting, sales and the product teams.

Finastra (D+H) | Englewood, CO

Director of Support Center Operations | 01/2016 - 08/2019

- Directed Global Client Support teams for four major products, Professional Services Development team, and the Englewood Incident Response/Disaster Recovery team.
Central point of contact for all key third-party strategic relationships connected to the supported products.
Support liaison for Senior staff, legal, accounting, sales and the product teams.
Key Achievements:
First support manager to be awarded the CEO's MVP Award (2014). This is typically reserved for sales personnel.
Moved the Net Promoter Score (NPS) for the Self-Service division from a minus 20 to a plus 30 within two years.
Established new support baseline standards that became policy for all the 14 other support groups within the company not reporting to me.
Designed and managed best-practices process for working with all the now support focused teams.

D+H

Senior Manager of Support Center Operations | 04/2009 - 01/2016

- Managed Global Client Support teams for three major products, Professional Services Development team, and the Englewood Incident Response/Disaster Recovery team.
Central point of contact for all key third party strategic relationships connected to the supported products.
Support liaison for Senior staff, legal, accounting, sales and the product teams.
Key Achievements:

- Introduced, designed and implemented ITIL support procedures into newly developed self service solutions division at D +H. Established “Go to” status within first month at D+H.
Built implementation structure and process for the SAS solutions for self service.
Recognized for outstanding quality of customer service with numerous customer support awards and personal commendation from internal and external clients.

Skills

Operations Management, Quality Assurance, ITIL, Risk Assessment, Cost Management, Vendor Management, Policy Development, DevOps, SAAS support, Program Management, Windows Server, VPN, SQL Server, JAVA, UNIX, Mac OS, Microsoft Office, MS Project, MS CRM, MS Power Platform

Education

Colorado State University | Global Campus
Management Information Systems and Business Analytics | 05/2018
Bachelor of Science

UNIVERSITY OF COLORADO | Boulder
Mass Communication
Associate of Arts

Certificates

PMP, Six Sigma Green Belt, CXM Certified, Oracle Certified Sales and Support