

JOHN SMITH

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TRANSFORMATIONAL TECHNOLOGY EXECUTIVE – CHIEF INFORMATION OFFICER

- **Distinguished Information Technology Trailblazer, Visionary, and Strategist** with enterprise vision and extensive experience in implementing process improvements, finding creative solutions for complex operational issues, and identifying, managing, and mitigating risk
- **Versatile and Results-Driven IT Transformational Leader**, expert in proactive management that anticipates and addresses the rapidly changing business needs for 24x7 heterogeneous computing environments

CORE COMPETENCIES

Budget Planning and Management
Vendor and Project Management
Contract Negotiations and Review

Transformational Leadership
Strategic Planning
Business Partnership Development

Agile / Waterfall / RAD
Process Improvement/Best Practices
Organizational Development

PROFESSIONAL EXPERIENCE

DEPUTY CHIEF INFORMATION OFFICER

May 2014–Present

ABC University | Anywhere, NY

Appointed to modernize & cultivate the Division of IT into an agile entity that delivers efficient & cost-effective IT services for 1,600 employees and 9,000 students

Strategic Planning and Leadership

- Spearheaded a 5-year technology plan containing strategies and roadmaps to quantify and justify strategic initiatives and associated costs—**resulting in 95% project success rates.**
- **Oversee 40 technologist** working with various stakeholders to deliver 21st century high-performance technology.
- Led the implementation of O365/Azure to replace an on-premise system—**slashed administrative overhead and operational expense costs by \$1M annually.**
- Collaborated with the Cyber Security Curriculum Chair to **create Center for Academic Excellence in Cyber Defense.**

Operating Management and Organizational Development

- Achieve an on-going **99% service delivery success rate** by implementing a strategic and comprehensive project management methodology and change management process.
- **Improved operational effectiveness between departments by 50%** through realignment of personnel and tasks.
- **Ensure uptime of 98%** by deploying redundant data centers and communications technology services.
- Conduct several technology futurists symposiums related to technology advancements and its applicable uses.

Financial

- Maximize annually the effective use of \$3.5M capital expense and \$4M operational expense budgets and drive a minimum 70% ROI for all approved budgetary requests—**yield \$700K in annual operational expense savings.**
- **Secured \$3M annual savings** by providing guidance as an Executive management member and advisor in union contract negotiations with CSEA and WCCFT.

Process Improvements

- **Reduced attack vectors 90%** by implementing various Cyber Security tools and initiating an institutional training campaign to improve security posture.
- Championed several upgrades of the PeopleSoft ERP Finance, Human Capital, & Campus Solutions systems.
- Directed the implementation of a document management system used to securely capture documents with PII data.

VICE PRESIDENT BUSINESS CONTINUITY

December 2011–May 2014

XYZ Company | Anywhere, NJ

Hired as a technology management executive to focus on XYZ Company's high focus customers & their recovery efforts

- Managed team coordination, logistics, and timelines during procedure development and live recovery exercises for 12 Fortune 500 companies—**contract value of \$3.4B.**
- Spearheaded business continuity program design, development, and implementation for Federal Reserve Bank.
- Designed and presented training seminars on new technologies and procedure development for **~75 existing clients and ~42 potential clients.**

DIRECTOR IS INFRASTRUCTURE & DATA CENTER MANAGEMENT

January 2005–December 2011

DEF Company | Anywhere, NY

Chosen to orchestrate a transformation of teams, strategies, methodologies, & workflows to ensure optimal availability

- **Reduced total cost of ownership (TCO) by 40%** and improved return on investment (ROI) for various technology assets supporting 10 mission-critical applications.
- Facilitated \$4M capital and \$1M operating expense budget and **reduced spending needs by 30% within the 1st year.**
- **Directed a global team of 10**—refocused teams to become service delivery centric within 2 years by utilizing ITIL's service operation methodology.
- Orchestrated the building and **consolidation of 2 datacenters into 1** and the **building of 2 product development server labs.**
- Formulated the execution of application, database & operating systems upgrades in hybrid cloud environments.

EARLY CAREER HIGHLIGHTS*ABC TECHNOLOGY | TECH CORPORATION | JONES INTERNATIONAL*

- **Led the world's 1st** recovery of an SAP ERP / Oracle database system and applications.
- **Delivered \$3M in savings in 1 year** by defining a forward-looking server and network infrastructure strategy.
- Created a VOIP migration strategy and implantation resulting in the **saving of \$1M yearly savings.**
- **Increased uptime of mission-critical applications to 99%**, while **reducing support costs by 20%** within the 1st year.
- Propelled increase in medical billing and laboratory applications from **40% to 99%** while **reducing support costs 20%.**
- Executed remediations to **7 mission-critical applications** enabling integration with High Availability technologies.
- **Managed 30 data centers** & the relocation of 2 data centers while introducing high-availability, replication, & redundancy.
- **Improved Recovery Time Objectives (RTO's) by 30%** through effective business continuity risk analysis.

EDUCATION, CERTIFICATIONS AND TRAINING

MS Management Info Systems – University of Phoenix | **BS Computer Info Systems** -State University College at Buffalo
Master's Cert in Homeland Security – University of MASS-Lowell | Undergrad Cert in Cyber Security - SUNY Westchester
Chief Information Officer Academy Certificate – State University of New York | HP-UX, Solaris, & LPI Certified Professional
CompTIA Security+ & Cloud+ Certified Professional | ITIL 4 Foundation Certified Professional
U.S. National Incident Management System Certified Professional | FEMA Network Assurance Certificate
Global Diversity & Integration Management | Advanced Management Leadership & Process Management

TECHNICAL SKILLS

Windows 10/2012/2019 | LINUX/UNIX | Solaris, AIX, HPUX | Veeam | Oracle | MySQL | SQL Server | HTML5 | Python | BASH
SQ Perl | Power BI | MS Azure DevOps / Team Foundation Server | MyEclipse | Web-Sphere | Apache | PRTG | LDAP/ADFS