

Pete Leonard

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6983 Hawksbeard Dr, Westerville, OH 43082

Information Technology Program Manager

<i>Experienced</i>	<i>Skilled</i>	<i>Accomplished</i>
<ul style="list-style-type: none">• Leading IT organizations with large-scale systems integration• Crafting solutions with cloud, web-based, and database technologies• Delivering in financial services, public sector, and professional services domains	<ul style="list-style-type: none">• Conducting project and program management• Coaching and managing people• Directing application development (Agile, Scrum, SDLC)• Guiding Software Quality Assurance (SQA)	<ul style="list-style-type: none">• Implementing IT solutions• Motivating cross-functional teams• Managing on-shore / off-shore teams• Developing employees• Solving complex IT problems with innovative solutions

Career History

IT Program Manager – Pete Leonard Consulting, LLC (04/2022 – Present)

- Providing IT consulting services to clients

IT Program Manager – Ohio Farm Bureau Federation (10/2020 – 04/2022)

- Led the IT department of 14 staff and a \$2.5M budget with accountability to the Executive Director for all aspects of IT across this midsize non-profit organization and parent of Nationwide Insurance
- Provided IT vision, leadership, strategic planning, and executive reporting to the Board of Directors and leadership team
- Provided day-to-day management and oversight for infrastructure, security, cybersecurity, application maintenance, and operations across the state and county offices
- Managed all IT project delivery, including:
 - > a new Azure cloud implementation of Microsoft Dynamics CRM (Customer Relationship Management) as the primary membership and back-office system – which significantly reduced effort by OFBF staff, allowing them more time for member-facing activities
 - > an accounting system upgrade to Microsoft Business Central on the Azure cloud
 - > a redesign of the primary website and more than 20 microsites including rebranding, integration of paid advertising, detailed user analytics, and introduction of self-service capabilities integrated with the CRM – all of which received enthusiastic member feedback with significant increases in the number of unique visitors, pageviews per session, session duration, and return visits
- Managed relationships with hardware/software and services vendors
- Provided ongoing performance appraisals and mentoring to direct-report staff

IT Program Manager – G2O (02/2020 – 10/2020)

- Served as the acting IT Program Manager for the Ohio Farm Bureau Federation

SQA Leader / Technical Solution Lead – Nationwide Insurance (08/2009 – 01/2020)

- Managed more than 30 Software Quality Assurance (SQA) analysts across multiple highly engaged teams within Agile, Scrum, and LEAN structures to support the Nationwide Financial data warehouse, sales reporting, and eB2B applications
- Introduced departmental Release Management and Release Testing processes
- Spearheaded a reduction of the department's defect backlog by 97% in less than a year, and created a defect backlog dashboard for improved visibility of defects and reduction goals
- Led delivery of multiple projects including DTCC annuities maintenance messaging, and alignment with new Department of Labor (DoL) Fiduciary regulations
- Provided ongoing performance appraisals and mentoring to more than 20 direct-report staff

Senior Director – HP {and predecessors Claremont and Covansys} (10/1994 – 7/2009)

- Directed the Columbus eBusiness practice for nearly 10 years with annual revenues of \$5.5M – \$7.5M
- Managed vendor relationships and corporate partnerships that were relevant to the eBusiness practice
- Provided enterprise architecture strategy and technical project management to more than 50 web and application integration projects for a broad range of government and corporate clients
- Introduced iterative/incremental project management to projects as Scrum and Agile were emerging
- Headed a team of architects through the design of a robust hardware/software systems integration solution to support a new \$30M state Unemployment Compensation Taxation system
- Led the Quality and Release Management teams for a new \$100M state Medicaid system
- Provided ongoing performance appraisals and mentoring to more than 10 direct-report staff

Early Career**Technical Lead – JPMorgan Chase**

- Led the implementation of the DB2 data warehouse as part of the Strategic Banking System project

Senior Consultant – CGI Systems

- Provided consulting services related to CGI's product PACBASE for clients worldwide

Programmer Analyst – The Pennsylvania State University

- Developed mainframe applications in COBOL and Natural as well as PC-based applications

Education and Professional Development

BS Computer Science, Indiana University of Pennsylvania (IUP)

Certified Software Quality Analyst – QAI Global Institute

Scrum Certification – Scrum Alliance