

VICE PRESIDENT INFORMATION TECHNOLOGY - SOFTWARE ENGINEERING

Professional Summary

A results-driven and business minded technology leader with 20+ years of experience in technology and software development. A professional who is passionate about developing people and teams to reach their greatest potential. A thought leader that partners with business to drive strategy from conception to execution. A team player that places a priority on networking, relationship building and diversity to achieve the greatest possible outcome. A progressive technology leader with an innovative and growth mindset.

Skills

- People Centered Leadership
- Strategic & Tactical Planning
- Software Engineering
- Designing & Architecting Systems
- Coaching and Talent Development
- Building a Culture of Innovation and Engagement
- Transformation and Change Advocate

Work History

Vice President Information Technology - Software Engineering , 03/2018 to Current
Company Name – City , State

- Leading all aspects of IT Application Development and Corporate Systems teams encompassing 100+ IT associates plus consultants, \$20 m budget, key capital transformative projects for the full life-cycle of delivering world class business solutions.
- Supporting company-wide Fit for Growth initiative which focuses on improving customer and associate experience by transforming business processes and leveraging modern technology solutions replacing antiquated systems.
- Leading technology transformation focused on re-platforming legacy core systems to a cloud and microservices/containers-based architecture running on the AWS platform. This allows Safelite IT to deliver business value faster (improved speed to market by ~20%).
- Leading implementation of robotic process automation (RPA) by automating manual/repetitive business processes. Anticipated savings of \$2-\$3 M per year.

Assistant Vice President - Solutions Delivery , 07/2015 to 03/2018
Company Name – City , State

- Defined and executed product vision for Safelite's overall core systems architecture that drives business growth from 5 national contact centers, 600+ retail locations, 6000 mobile technicians, 90 warehouses, 2 distribution centers, multiple customer driven responsive web applications and customer app engagement tools.
- Drove adoption of agile methodologies across technology teams and business units.
- Built high-performance and autonomous agile product teams that are highly engaged with Safelite's business teams to deliver product value for our customers.
- Extended Safelite's core systems to enable the overall OMNI channel vision for Safelite to be able to seamlessly service customers on central, unified platform that provides consistent service regardless of customer channel of choice.
- Managed successful delivery of customer engagement initiatives: "watch us on our way" app; service emails, 2-way text, text to chat, web chat, multi-modal self-service experience, chat bots pilot, IVR via AWS connect, personalized promo codes, email campaigns leveraging sales force marketing cloud etc.
- Launched "Road to Innovation" program to engage/motivate team members and promote innovation in leading the change and adopting emerging technologies to renovate systems and improve customer experience.
- Led architecture and delivery of first ever cloud based end-to-end claim solution to support all types of claims in 5 national contact centers.
- Sunsetting legacy AS-400 by moving customer case management tool to sales force service cloud and sales data to BI platform.
- Oversaw the implementation of new enterprise integration platform Mulesoft.

Director Of Technology , 04/2013 to 07/2015

Company Name – City , State

- Managed successful delivery of web responsive self-serviced digital portals for policyholders, agents, insurance claim/adjusters and cash customers.
- Led legacy safelite.com site upgrade to modern web responsive self-service site. Online conversion and self-service usage went up from 15% to ~60% in 3-4 years.
- Managed the design & implementation of new services layer with restful APIs to enable echo systems for other insurance carriers to integrate.
- Led the implementation of end-to-end IVR solution for key insurance partner and API integrations from insurance partner's website for glass scheduling.
- Oversaw the implementation of new inventory management and forecasting systems to Oracle EBS and GAINS.

Information Technology Manager , 02/2008 to 04/2013

Company Name – City , State

- Transformed Safelite's systems and IT teams for Safelite Solutions, Safelite AutoGlass and Service AutoGlass business units from legacy platforms and run-support teams to modern systems and smaller product teams capable of extending needed business functionality and supporting Safelite's growth.
- Managed the effort to re-platform legacy point of sale, pricing, scheduling, work order management, and inventory system. Lead technical efforts to move to a distributed service architecture using .NET to build applications and WCF services.
- Managed the implementation of new glass claims management system and migrated 200+ insurance carriers glass claim processing from legacy mainframe system. Lead designs & architecture to move to a distributed architecture using .NET C