

Curriculum Vitae
John A. Highlander
3708 North Greenview Avenue
Chicago, Illinois 60613
773.318.6169

Objective: To complete a career transition from business executive to educator and

PROFESSIONAL PROFILE

- Successful leader through partnership, mentorship, teaching and learning
- 24 years of progressively increasing responsibility building and leading global organizations that create business value by applying technology to business process
- Committed to the view that IT creates business centered and people oriented solutions
- Ability to balance a deep understanding and appreciation of business strategy and priorities with an ability to drive technical innovation resulting in value-oriented solutions
- Purposeful and questioning approach to all challenges

EDUCATION

Bachelor of Science, Computer Science

Western Michigan University, Kalamazoo Michigan

Graduated May 1983

Ph.D. Student, Management Information Systems (GPA 3.9 out of 4.0)

University of Illinois at Chicago, Chicago Illinois

Expected Graduation May 2013

TEACHING EXPERIENCE

University of Illinois at Chicago

August 2009 – Present

Committed to a pedagogical approach that views all students as capable individuals with diverse learning styles. The measure of an educator's ability is the level of understanding each student attains. Research interests include social media, knowledge discovery, social capital and IT value.

- **Teaching Assistant**
Advanced Systems Design and Analysis – Provided guidance for a MBA/MS capstone class by mentoring teams of graduate students working on real-world Information Technology projects for local companies. Focused on teaching formal project management processes, developing student customer management techniques and driving toward developing value for the customer.
Data Mining – Provided one-on-one guidance for student data mining projects using Rapidminer and graded those projects.
- **Research Assistant** – *Creative and Collaborative Information Technology Project*, assisted in research examining how the use of social media affect work practices and outcomes.
- **Guest Lecturer** – Provided single class guest lectures for project management and introduction to IDS courses.
- **Teaching Assistant** - Introduction to Microsoft Office for Information and Decision Sciences lab. Modules of the class included Word, Excel, PowerPoint and Access.

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PROFESSIONAL ASSOCIATIONS

- Chicago Advisory Program Board Member, The Salvation Army Chicago Metropolitan Division
- Association for Information Systems
- International Network for Social Network Analysis
- Association for Computing Machinery (ACM)
- ACM Knowledge Discovery and Data Mining SIG

WORK EXPERIENCE

Dade Behring, Inc., Deerfield Illinois (\$1.7 MM - 4,500 employees)

June 1996 – December 2007

Achievements

Awards: IT department was cited by *Information Week* for innovation in the use of information technology (Information Week 500, in 2000, 2001, 2003, 2004 and 2005) and in embracing the customer (Innovation 100, in 2000).

Deliver Tangible Business Value: Delivered over \$6 million in sustainable operating expense reduction throughout tenure.

Executive Leadership Roles: Member of global IT, Sales and Marketing, Finance, Operations and R&D Leadership Teams

Strategy: Responsible for development of Global IT Strategic plan integrated with the overall corporate strategy that drove IT Operations, innovations and strategic architecture

IT Operations: Business relationship management, IT portfolio management and IT governance. Global IT organizational development and budget management in excess of \$40MM annually for global IT Infrastructure, SAP, Siebel and Oracle Data Base applications configuration and development. Managing global technical infrastructure including help desks, data centers, voice and data networks.

- **Vice President, IT Value Creation**

2004 – 2008

Responsible for IT's capital project portfolio, strategy, architecture, governance and business relationships. Responsible for a team of IT Directors, Project Managers, IT Architects and Business Analysts. This team maximized business value by applying the right technology to business processes. Accomplishments include: development of IT's five-year strategic plan, architecting a "best-practice" IT governance program establishing IT capital project prioritization, selection and approval processes for the IT project portfolio. Working with a 25 member IT governance council, developed an evolving five year IT strategic plan to deliver new business capabilities aligned with the business strategy including: system architecture, detail resource and cost forecast, resource plans and project sequencing of 20 significant capital projects and \$11 million annually. Also, assisted in developing and imposing standard project management discipline, measures and processes for IT projects across all company functions.

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WORK EXPERIENCE (CONTINUED)

- **Vice President, Global SAP and Data Warehouse** **2001 – 2004**
Responsible for Global SAP and Data Warehouse systems organizations. Managed budget of \$12 million and staff of 80 SAP and Data Warehouse professionals responsible for system maintenance and support and approximately 25 capital projects. Significantly improved service levels within both organizations by establishing and publishing performance metrics, upgrading the organization's management skills and improving the development and support processes. Delivered \$500 thousand in annual cost reduction through SAP instance consolidation while also reducing the IT costs. Developed a five year Oracle Data Warehouse consolidation and convergence strategy to *SAP's Business Warehouse*. Completed an average of 14 significant projects per year including two SAP system upgrades.
- **Director to Vice President, Global Technology** **1996 – 2001**
Managed a global budget of \$23 million, a team of 115 technical infrastructure professionals, and 50 contractors. Responsible for support and development of data and voice networks, seven global data centers, global collaboration systems, three help desks, global desktop support, data base administration and application technical support. Developed a unified team that delivered consistent levels of service and system availability globally to Dade Behring IT employees and customers. Accomplishments include on-going operating expense reduction of over \$6 million over 5 years while improving service levels. Re-negotiated global voice/data network and data center contracts resulting in fewer suppliers, reduced cost and simplified management. Successfully outsourced the North American Help Desk resulting in 15% cost reduction and 20% improvement in user satisfaction ratings. Provided company with annual service level and system availability improvements through judicious capital investments in technology, improved redundancy and improved support policies.
- Wm. Wrigley Jr. Co.** **Chicago Illinois October 1994 to June 1996**
IT Operations Manager – Responsible for management of 35 technical infrastructure professionals supporting data centers, voice and data networks, help desks, and desktop support. Accomplishments include re-negotiation of the North American voice contract resulting in \$1 million annual cost reduction. Developed a sense of teamwork within the organization and focused on prevention rather than correction. Implemented a new global e-mail system (cc: Mail) supporting approximately 4,000 users.
- Advocate Health Care** **Park Ridge Illinois November 1986 to October 1994**
 - **Manager, Data Center Operations and Network Support** – Managed IBM Mainframe Data Center Operations and Network support teams. Managed daily, monthly and year-end operations. Responsible for selecting, negotiating, selecting suppliers, building and supporting a corporate-wide TCP/IP based distributed computing corporate wide network.
 - **Manager, End User Computing** – Created help desk organization, Local Area Network support group and ad-hoc corporate reporting capability using SAS and Executive Information Systems tools. Developed first hospital-wide local area network.

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| W.W. Grainger, Inc | Lake Forest, Illinois | May 1985 to November 1986 |
| Programmer Analyst – COBOL, CICS and IMS developer and Project Leader for large COGS, GL and Asset Management systems. Responsible for system maintenance, enhancements and leading small reporting projects. | | |

Borg Warner Acceptance Corporation Schaumburg Illinois November 1983 to May 1985
Senior Programmer – Team Lead for lease management systems COBOL development team.
 Responsible for leading system development, maintenance, enhancements and projects for a complex batch fleet leasing application.

Alfaro, Ivan; Bhattacharyya, Siddhartha; Highlander, John; Mayur Sampath, Surakshith; and Watson-Manheim, Mary Beth, "Opening The Social Media Black Box - A Feature-Based Approach" (2012). ECIS 2012 Proceedings. Paper 119

TECHNICAL SKILLS

Multivariate Analysis	SPSS	Microsoft Excel
Regression Analysis	AMOS	R
Structural Equation Analysis	SmartPLS	SAS
Data Mining and Knowledge Discovery	IBM Modeler	
Data Base Management	Microsoft Access	