

KEN OVERLY

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VP of Information Technology

Change Management – IT Operations – Program Implementation

Innovative, strategic Information Technology leader, with 14+ years' experience in progressively more responsible management positions, leveraging various technologies to enhance business operations. Ten-time winner of American Business Awards' prestigious 'Stevie Award' for excellence in contact center management, business development, sales consulting, customer service innovation, and for Best IT Organization. Acknowledged for leading by example to reinvigorate underperforming teams and for driving change.

- **Initiated \$2.5M cost savings** by developing and administering a proprietary parts sourcing platform
- **Secured \$1.5M in new revenue** through development of innovative sales lead development strategies
- **Delivered \$1.3M in rebates** with creation of preferred supplier network and resulting vendor negotiations
- **Reduced expenses by \$2M+** via implementation of team transition from onshore support to collaborative onshore/offshore

LEADERSHIP • DEVOPS • IT ROADMAPS & STRATEGIES • SECURITY OPERATIONS & MANAGEMENT • CLOUD TECHNOLOGY • PROCESS IMPROVEMENT • COST CONTROL • IT INFRASTRUCTURE & OPERATIONS • LARGE TEAM OPTIMIZATION • PROCESS REDESIGN • CHANGE MANAGEMENT • PROJECT MANAGEMENT • ENTERPRISE SERVICE DELIVERY • KPI METRICS • CROSS-FUNCTIONAL LEADERSHIP • CONTACT CENTERS • DISASTER RECOVERY • CONTRACT NEGOTIATIONS • TECHNICAL EXPERTISE • STRATEGIC DIRECTION • CAPACITY BUILDING • PROGRAM DEVELOPMENT • BUSINESS DEVELOPMENT • VENDOR MANAGEMENT • AUDITING & GOVERNANCE • QUALITY ASSURANCE • GOAL-FOCUSED • INTERNAL BUSINESS ASSESSMENTS • RELATIONSHIP DEVELOPMENT • ITIL • SOFTWARE DEVELOPMENT LIFE CYCLE

Executive Value Offered

- **Team Transformations** – Motivates and transforms underperforming teams in record time
- **C-level Communication** – Works collaboratively as part of the Executive team
- **Management** – Develops strategic plans with lofty benchmarks to drive business development
- **Cost Control** – Slashes expenses and renegotiates contracts to save millions
- **Incident Resolution** – Optimizes teams and operations to improve resolution timeframes

Career Trajectory and Education

VICE PRESIDENT OF IT OPERATIONS	REALPAGE, INC.	2017 - PRESENT
VICE PRESIDENT OF OPERATIONS	EFG COMPANIES	2013 - 2017
VICE PRESIDENT OF IT INFRASTRUCTURE	TMX FINANCE	2011 - 2013
DIRECTOR OF CROSS-FUNCTIONAL SERVICES & DATA CENTER SERVICES	FUJITSU AMERICA	2009 - 2011
DIRECTOR OF DATA CENTER OPERATIONS	ALLIANCE DATA	2005 - 2009
SENIOR MANAGER	CAPITAL ONE AUTO FINANCE	2002 - 2005
CLIENT SERVICES MANAGER	ELECTRONIC DATA SYSTEMS	1995 - 2002

BACHELOR OF SCIENCE IN BUSINESS – IT MANAGEMENT
Western Governors University,
Texas, TX

CompTIA A+ | ITIL V3 Foundation |
CompTIA Project +

Professional Achievements

REALPAGE

Richardson, TX • 2017 – Present

VICE PRESIDENT OF IT OPERATIONS

Head IT Operations and Transform IT DevOps for leading global provider of software and data analytics to real estate industry. Provide enterprise-level solutions, strategy, cost controls, platform development, and customer support. Ensure reliability, performance, security, efficiency, and effectiveness of all assets under management.

Streamlined IT delivery via automation of code promotion to production

- **CLOUD TECHNOLOGY:** Standardized DevOps toolchain/pipelines-Team Foundation Servers, open source, containers, code development, and delivery process
- **PROCESS IMPROVEMENT:** Managed pipeline technology stacks to avert runaway one-off solutions and reduced number of similar tools, administrative overhead, and waste
- **PROCESS REDESIGN:** Automated build and release to achieve automated code promotion to production

Improved team's credentialed competencies to drive resolution rate

- **CAPACITY BUILDING:** Created global capacity to promote business growth with predictable and limited headcount adds to operations
- **BUSINESS DEVELOPMENT:** Established a global network operations center and shared services strategy to drive international expansion
- **LARGE TEAM OPTIMIZATION:** Cultivated global 24/7 customer service team, rewarding innovation in solution and service delivery, established global support in India and the Philippines

Increased percentage of tickets handled by offshore teams from 50% to 84%+, reducing DOM expense

- **CAPACITY BUILDING:** Expanded leadership team in Manila and Hyderabad
- **PROCESS IMPROVEMENT:** Improved leader to individual contributor ratio to align with industry standards
- **PROGRAM DEVELOPMENT:** Implemented Management Certification Program to drive effective change for teams

ENTERPRISE FINANCIAL GROUP

Irving, TX • 2014 – 2017

VICE PRESIDENT OF OPERATIONS

Orchestrated successful business and technology transformations through dynamic revenue improvement strategies. Recognized for delivering dynamic customer and employee satisfaction initiatives through eight 'Stevie Awards'. Bolstered employee satisfaction benchmarks to 90.6% and assisted the organization in becoming among the top 100 places to work.

Secured savings of \$2.5M via development of proprietary parts sourcing platform

- **COST CONTROL:** Slashed expenditures, drove productivity, and enhanced customer satisfaction
- **CROSS-FUNCTIONAL TEAM LEADERSHIP:** Led team on all IT-related services/applications affected

- **QUALITATIVE/QUANTITATIVE ANALYSIS:** Analyzed data in order to make comparisons and draw conclusions that allowed identification of cause and effect relationships in the sourcing decision logic

Mechanized contract administration process, reducing labour by 55%

- **MANAGEMENT ANALYSIS:** Drove productivity to scale and increased competitive advantage
- **COST CONTROL:** Introduced automated data entry and risk assessment mapping, which significantly reduced manual labour
- **PROCESS IMPROVEMENT:** Improved contract oversight, proactive opportunity identification, and risk mitigation

Awarded eight prestigious American Business Awards ‘Stevie Awards’ for organizational excellence

- **CUSTOMER SERVICE:** Recognized customer experience was key differentiator so developed strategies to improve delivery and secure market leadership
- **CHANGE LEADERSHIP:** Implemented Contract/Funding and Cancellation Loader tools to push files directly into contract management system
- **VISION CREATION & ARTICULATION:** Drove customer and employee satisfaction, employee satisfaction benchmarks at 90.6%, distinguished as being among the top 100 places to work

TMX FINANCE

Alpharetta, GA • 2011 – 2014

VICE PRESIDENT OF IT INFRASTRUCTURE

Managed and optimized organizational infrastructure and security for all services and operations in support of 7000+ employees and 1100+ retail locations in 16 states. Executed in-depth resource allocation strategies with \$15M+ Capex Budget and \$25M+ Opex Budget to include all major capital projects and purchases.

Improved uptime for critical revenue generating financial infrastructure

- **ENTERPRISE SERVICE DELIVERY:** Created centralized support model with distributed services between three corporate offices with focus on risk analysis and long-term technological value
- **IT ROADMAPS & STRATEGIES:** Developed strategic roadmap for infrastructure that included Dell and Cisco UCS Servers, EMC storage, datacenter growth, and capacity planning
- **KPI METRICS:** Established key KPI metrics and reported goals and progress to CIO and CEO

Delivered company’s first disaster recovery datacenter

- **CONTRACT NEGOTIATIONS:** Selected disaster recovery site via management of RFP process and vendors
- **PROJECT MANAGEMENT:** Planned architecture, layout of racks, servers, and cable plant and managed vendors
- **TECHNICAL EXPERTISE:** Managed migration of legacy failover from Georgia to Arizona

Built user-friendly IT infrastructure to support business scalability

- **TEAM LEADERSHIP:** Directed team investigation into current issues to provide complete needs assessment
- **IT INFRASTRUCTURE & OPERATIONS:** Hardened and secured infrastructure with IDS/IPS, managed firewall, and endpoint monitoring
- **GOAL-FOCUSED:** Organized and mechanized high-performance computing capability