Michael E. Harpold

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SUMMARY   A proven transformational leader with a rare combination of business and technology skills demonstrated through experience in Executive Leadership, Business Development, Software Development, and Consulting Services.

OBJECTIVE   To provide senior leadership in a company that covets technology as a differentiator for their customers and a separator from their competitors.

EXPERIENCE
09/05 –
Present

American Century Investments, Kansas City, MO
Vice President of Client Technology

Currently the Vice President of Client Technology responsible for 120+ professionals that support the Sales, Marketing, Operations, Digital, Finance, HR, Legal, Compliance, and Data Management technologies used by the company. Teams support nearly 1500 end users globally and personal budget responsibilities total $45+ million.

Responsibilities include:

- Leading transformational technology initiatives including SAFe Agile, DevOps, Robotic Process Automation (RPA), Enterprise Data Management, and Low Code/No Code development.
- Enterprise Data technologies from Oracle, Informatica, Netezza, Eagle, Amazon, and in-house.
- Business Intelligence and Analytics systems from Tableau, Oracle, and SAS.
- Full Service retail digital and mobile websites built in-house utilizing DevOps engineering processes along with Java Micro Services, Spring, React, and Adobe Experience Manager.
- CRM systems from Salesforce.com and Siebel.
- ERP Finance and HR systems from Workday, PeopleSoft, and Acorn.
- Marketing campaign and content systems from Eloqua, Pardot, Salesforce.com, and Seismic.
- Front Office Call Center systems from DST Systems, Nice, Avaya, Nuance, Aspect, Cisco, and Virtual Hold.
- Back Office systems from DST Systems, Pershing, Envestnet, Ascensus, and built in-house.

Accomplishments and highlights include:

- Championed firm wide conversion to an Agile (SAFe) implementation methodology along with a DevOps engineering methodology for our Java development groups.
- Acting Chief Data Officer and champion of a company wide Data Driven initiative that established a Data Governance and Management program along with the supporting data technology roadmap to increase the value of data as an asset for the organization.

American Century Investments, Kansas City, MO (continued)
Accomplishments and highlights include (continued):

- Created and chaired the Enterprise-wide project prioritization and oversight process. Personally garnered a corporate Challenging and Inspiring Leadership award for my work.

- Provided executive leadership to migrate all client technologies to Cloud applications and infrastructure.

- Successfully transformed marginally performing application development professionals into high performance teams by creating streamlined processes that aligned individual goals with team and company outcomes.

- Instituted improvements in the application development processes including labor capture, defect tracking, and demand management.

- Expanded influence of Quality Assurance best practices across the Application Development teams.

- Created an extra 10%-15% resource capacity through technology stack reduction and process improvements which resulted in funding for additional discretionary work.

- Successfully managed largest vendor relationships with Envestnet, DST Systems, Pershing, Adobe, Oracle, and Salesforce.com.

- Effectively managed customer relationships with key business executives on behalf of the Information Technology Department.

08/92 – 09/05 DST Systems, Inc., Kansas City, MO
Director of Systems Development

Held positions with increasing responsibility in the areas of systems development, customer support, professional services, and executive leadership.

Accomplishments and highlights include:

- Managed a team of 50+ technology, project management, and consulting professionals that generated $10+ million in annual revenue.

- Created a Highly Profitable Integration Services practice that developed tools utilized by over 400 DST customers worldwide.

- Product Manager for the Customer Relationship Management (CRM) practice that installed technologies used by 30,000+ seats in the cable, healthcare, and financial services industries.

- Established the Healthcare Information Management practice that created tools and best practices installed in many hospital business offices and claim processing BPO's.

- Chaired product and project steering committees and worked with all levels of executive leadership.

- Completed software development assignments as a member of the Advanced Technologies Group (ATG).

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04/85 – 08/92   **GEICO Insurance, Washington, DC**
Lead Programmer Analyst

Swiftly promoted from an entry-level developer to a leadership position while developing and supporting several Property and Casualty processing systems.

Accomplishments and highlights include:

- Led the team that created the first Client-Server based Sales system at GEICO.
- Led the team that established the first Local Area Network at GEICO.
- Completed application development assignments on an industry leading Automobile Claims System.

BUSINESS SKILLS   Transformational Executive Leadership, Business Development, Talent Development, Project Management, Consulting Services, Application Integration, Software Development and Installation, Organizational Change Management, Continuous Process Improvement, Enterprise Vendor Management, Product Management, Sales, & Marketing.

PERSONAL SKILLS   Proven Leadership in Highly Stressful and Visible Situations, Strong Alliance Forming and Team-Building, Exceptional Organizational Development, Continuous Process Improvement, Professional and Personal Integrity.

TECHNICAL SKILLS   Enterprise Resource Planning (ERP), Project Management (Waterfall and SAFe Agile), ITIL Best Practices, DevOps Engineering, Internet/Intranet/Extranet Development, Mobile Development, Cloud Computing, Multi-Tier Application Development, Customer Relationship Management (CRM), Computer Telephony Integration (CTI), Interactive Voice Response (IVR), Data Warehouse systems, Imaging, Workflow/Business Process Management (BPM), HIPAA Compliance, Application Development Languages (Java, .NET, C++, COBOL, CICS, IMS DB/DC, Visual Basic), Operating Environments (Microsoft Windows, OS/2, MVS, OS/400, J2EE, SharePoint), Database Technologies (Neteeza, Informatica, DB/2, SQL Server, Oracle, VSAM), Microsoft Office, HTML/XML/XSL, Health Level 7 (HL7), Aspect, Lucent, Avaya, and Cisco Telephone Switches, Cisco Routers.

INDUSTRY EXPERIENCE   Financial Advisory Services, Software Development, Consulting Services, Banking, Asset Management, Brokerage, Stock Transfer, Property/Casualty Insurance, Life Insurance, Healthcare Payer & Provider, Cable, Telephony.

EDUCATION   **February 1985**
DeVry Institute of Technology, Columbus, OH
Bachelor of Science Degree in Computer Information Systems
Graduated with Honors and a 3.90/4.00 GPA

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AWARDS & HONORS

Circle of Honor Award (American Century Investments)
Digital Transformation Team
February, 2012

Circle of Honor Award (American Century Investments)
Challenging and Inspiring Leadership
February, 2010

Circle of Honor Award (American Century Investments)
International Infrastructure Team
February, 2009

Gould Team Award for Innovation (DST Systems)
Healthcare Business Process Management
October, 2004

VOLUNTEER

Kansas City Golf Association
Tournament Rules Official (2007 – 2012)
Kansas City Cup Coordinator (2008 – 2012)

United States Golf Association
US Open – Merchandise Committee (2001)
US Open – Course Marshall (2003)
US Open – Evacuation Committee (2006)