

## SENIOR-LEVEL EXECUTIVE

A proven strategic leader who leverages expertise in payments, remittances, technology, financial, and business management to create and execute action plans that positively impact top/bottom-lines on a global basis. Delivers cost-effective, customer-focused business solutions and adopts best practices that enable organizational growth and transformational change. Empowers and mentors team members while collaborating with stakeholders of all levels to drive achievement of business objectives.

**CORE STRENGTHS: PAYMENTS – REMITTANCES – STRATEGIC PLANNING – P&L/BUDGET MANAGEMENT – NEGOTIATIONS – RISK MITIGATION  
COMPLIANCE – PROJECT MANAGEMENT – PROCESS IMPROVEMENT – LEADERSHIP – OPERATIONS – PRODUCT DEVELOPMENT**

---

### SELECT CAREER HIGHLIGHTS

- **Created a product innovation strategy** that focused on experimenting with **innovative payments and remittances solutions** to continuously meet the digital business strategy of the enterprise.
- **Established a 24x7 Command and Security Operations Centers** at MoneyGram International that yielded a 50% decrease in incidents caused by change, a 30% overall reduction in incidents and reduced click rate for phishing emails to 3%, lowered agent fraud by 65%, and incurred no data breaches as a result.
- Built a corporate onshore/offshore model for First Data Corporation to **rapidly deploy cutting-edge software, using Agile practices and a follow-the-sun model in North America, Brazil, India, and Bratislava.**
- **Negotiated a five-year, \$850M product development and revenue share agreement between First Data Corporation (FDC) and RSA;** led the Global Demand Management team, optimized the IT demand management life cycle, and processed 13,000+ IT requests per year that resulted in \$1B+ in revenue.
- **Launched a Customer Service Call Center to support the implementation of a custom financial application for the US Army Corps of Engineers that was implemented at 50+ sites globally;** the organization increased customer satisfaction through improved technical support and enhanced communications as a result.

---

### PROFESSIONAL OVERVIEW

**Executive Consultant** – Keyot, West Des Moines, IA

2018 -Present

- Led a CIO engagement to perform a Lean/Agile software development assessment at Farm Bureau Life Financial Group Inc. that focused on team roles, SDLC artifacts, ceremonies/events, technical processes and metrics. Identified improvements to reduce time to market, defects (increase quality), overall risk, and increase IT efficiency.

**Executive VP/CIO** – MONEYGRAM INTERNATIONAL, Dallas TX

2014-2018

- Joined MoneyGram to lead the transformation effort to upgrade corporate payments and remittances technologies to a digital first strategy; managed global mission, vision, and operations of an IT/product development organization composed of 1,100+ staff supporting more than 350,000 agents spread across 26 offices and 200+ countries.
- Led the development of the IT and product strategy and roadmap; ensured integration with an enterprise strategic planning process, and the resulting business strategy and plans.
- Served as a Trusted Advisor who built and maintained relationships with other C-level executives and business unit leaders in order to develop a clear understanding of business needs.

- Provided direction on what emerging technologies will be introduced and integrated in the enterprise to ensure IT's capability to respond to the needs of the enterprise's digital business strategy in North America, Asia, and Europe.
- Developed and controlled an annual operating budget of \$110M and capital expenditure budget of \$85M.
- Defined an IT "people strategy" to continually look for leading-edge and innovative solutions for the recruitment, development, and retention of the IT workforce.

**Principal, IT Strategy & Operations – GANNTECH TECHNOLOGIES, Denver, CO**

2013-2014

- Managed projects and teams for a \$115M payments and remittances anti-money laundering/fraud Compliance Enhancement Program (CEP).
- Improved technology and process deficiencies in MoneyGram's compliance program in order to satisfy a Department of Justice (DOJ) Deferred Prosecution Agreement.
- Interfaced directly with MoneyGram's Board of Directors, government regulators, and DOJ-appointed monitor.

**Vice President – FIRST DATA CORPORATION, Denver, CO**

2004-2013

- Transformed the payment's software development life cycle by negotiating and operationalizing a multi-tiered \$650M application development and support outsourcing program with more than 3,000 offshore resources.
- Reduced the number of incidents caused by change 46% and the number of severity 1 incidents 57% by adopting Global Information Technology Service Management processes; focused efforts on achieving reduced downtime, consistent customer experience, reduced time to market, and greater business alignment.
- Led a global IT transformational initiative for the implementation of a best of suite configuration management database focused on self-service through knowledge management, faster resolution of IT issues, end-to-end visibility of IT services/assets, greater governance of resources, and automated workflows.
- Standardized vendor management for global outsourcing partners such as Accenture, Syntel, and Cap Gemini.
- Planned and executed an electronic check processing system (Check 21) that radically shifted FDC's check processing and financial reporting to a digital platform that complied with new federal regulations.

**Practice Manager, Oracle –SAGELOGIX, INC., Denver, CO**

2003-2004

- Increased practice margins by managing revenue, resources, and costs associated with the practice.
- Increased overall sales 30% and elevated the average billing rate 16% within a six-month period.
- Developed successful strategies to target and develop new accounts; produced leads, wrote proposals, architected solutions, and worked with clients to define business requirements.
- Created a national channel partner program to leverage consultant skill sets and reduced non-billable time by 30%.

**Engagement Manager – TUSC, INC., Lakewood, CO**

2000-2003

- Led an engagement that provided performance assessment and tuning for global rollout of Oracle 11i Financials application; improved performance by identifying and diagnosing issues with the I/O subsystem, database structures, server hardware, and network infrastructure.
- Managed a conversion project that analyzed, converted, and upgraded a database application to a web-based application; lowered maintenance costs and increased availability of the application by reducing the amount of source code by 50% and implementing a disciplined software development methodology.

*\*Career Note: Prior roles include **Senior IT consultant** at Gradkell Systems, **Project Development Manager** at Wal-Mart and service as a **Captain** in the US Army.*

---

**EDUCATION****BS Engineering, Engineering Management – US MILITARY ACADEMY AT WEST POINT**