**DAN PICHLER**

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**Professional Summary**

IT Innovative Career Technology Leader with over 25 years of leadership experience delivering creative business driven outcomes and value driven solutions. Proven leadership experience ranging from evaluating and implementing technologies, building and migrating data centers, partnering with business executives, building and executing strategies, and achieving organizational objectives and goals. Initiatives accomplished by working with business leaders and technology professionals to align IT strategy with the business objectives. Core leadership skills and accountabilities include:

• Agile Methodologies

• Architecture

• Auditing

• Automation

• Budgeting

• Cloud

• Collaboration Services

• Compliance

• Contact Centers

• Contract Negotiations

• Data Center

• Data Governance

• Database

• DevOps

• Disaster Recovery

• ITIL

• Leadership

• Machine Learning

• Mainframe

• Network

• Planning

• Policy and Procedures

• Production Control

• Project Management

• Server

• Service Now

• Storage

• Strategy

• Telecommunications

• Vendor Management

• Virtualization

• Web Services

**Work History**

**Director of IT (Vice President Role) 05/2015 – 06/2019**

**Thrivent Financial**

* Led 8 leaders and 100+ employees managing a $30MM budget in a fortune 350 organization.
* Delivered mission critical objectives by building collaborative relationships and aligned strategies with business and IT leaders.
* Provided business and technical leadership, coaching, insights, and direction to key domains.
* Significantly accelerated IT service delivery times by introducing leading automation technologies where IT delivery times were reduced by as much as 95%.
* Enabled faster higher quality deployment turnaround times by utilizing software defined technologies, and building and utilizing an Agile DevOps framework.
* Saved $13.5MM annually by leading cost reduction strategies in vendor contract negotiations, capital spend, and operational expenses.
* Reduced operational expenses by leading new data center design and migration, migration into colocations, M&A IT consolidations, and migration of targeted workloads into the cloud.
* Increased collaboration between IT and business units by working with executive leadership to build a 'business led' IT framework organization.
* Increased employee engagement by 27% by enabling a culture of empowerment.

**Senior IT Manager 06/2008 - 05/2015**

**TransUnion**

* Assembled team strategies by working with business and IT leaders.
* Deployed roadmaps, managed key performance indicators, and created published IT service levels in collaboration with the business.
* Successfully delivered large-scale solutions to the enterprise by standing up and leading cross functional high-performance agile teams.
* Improved productivity by 15% by leading changes in the organization by focusing direction.
* Ensured 2-way communication and progression of key issue resolution between various departments and vendors.
* Founded and sponsored Small Projects Program to address short term business application needs to allow business applications to change quickly and seamlessly.
* Headed several special purpose teams to address immediate high-profile crisis projects, quickly resolve issues, and lead efforts to implement longer term solutions.
* Implemented standards, policies, and procedures to enable consistent quality IT deliverables across the enterprise.
* Determined priorities of work by establishing key performance indicators for all offered services.
* Awarded Information Champion from IBM as a best practices advocate.
* Achieved 100% employee engagement score.

**IT Manager 02/2006 - 06/2008**

**CVS**

* Managed teams within the Data Resource Management organization.
* Successfully managed and delivered on major initiatives in both mail order and retail operations.
* Delivered address service-oriented architecture (SOA) saving over $10MM annually in material costs, personnel, maintenance, and hardware costs.
* Managed and delivered several performance initiatives in both personnel and hardware which resulted in $2MM in annual savings.
* Managed, architected, and delivered on industry mandated initiatives including NPI and PCI.

**Senior IT and Leadership Consultant 01/1997 - 02/2006**

**Virginia Lake Consulting**

HCSC (Blue Cross Blue Shield of Illinois)

* Successfully managed, architected, delivered, and supported multiple multi-million dollar large-scale health care applications while managing several development teams.
* Served multiple roles during different phases of the project development life cycle including Leadership, Data Architect, Database Architect, Business Architect, Technical Architect and Application Architect.

FirstCard Credit Card

* Managed team within DBA organization to develop and support a multi-million dollar large-scale credit card billing application.
* Successfully managed, designed, and implemented support application enabling business users to learn new billing application and data within the environment.
* Developed and implemented enterprise-wide backup and recovery strategies.

**Education**

**Master of Information Systems Management: IT Management and Project Management**

**Keller Graduate School of Management**

GPA: 3.98

**Master of Business Administration: Business Management and IT Management**

**Keller Graduate School of Management**

GPA: 3.96

**Bachelor of Science**

**Grand Valley State University**

Computer Science Degree and Information Systems Degree

**Affiliations**

**Fox Valley Technical College (FVTC) Advisory Board Member**

Sitting member of advisory board helping shape current and future IT programs at FVTC