DENNIS H MEHMEN

1712 Ontario St. Omaha NE 68108

641-521-1656 [dennis.mehmen@yahoo.com](mailto:dennis.mehmen@yahoo.com)

**MANAGER / DIRECTOR / VP / CIO / TECHNOLOGY EXECUTIVE**

Accomplished c-level technology executive with a proven track record developing and executing strategic business and technology roadmaps through the visionary leadership of an enterprise technology division. Significant expertise in project management, agile development methodologies, customer front and center design, datacenter structure, desktop strategy and vendor management. Extensive experience in creating and executing business/technology strategic plans based on current process improvements, future expansion and growth initiatives.

**PROFESSIONAL EXPERIENCE**

FIRST DATA CORPORATION 01/2017 –

Omaha NE

***Manager/Director IT Distributed Applications***

. Financial services industry leader with 23,000 owner-associates, operating in 133 countries. First Data handles 45% of all US credit and debit transactions, processing 2,800 transactions per second and $2.2 trillion in card transactions annually.

. Directed development and support of 21 applications, hosting over 650 clients including Apple, Nordstrom, Kohl’s, Wells Fargo, Citizens and state and local government agencies

. Led six teams of software developers and support staff in various locations including Omaha, Atlanta and Chennai, India, ensuring limited team resources were applied to appropriate priorities

. Managed the transformation of a variety of technical, service and personnel related challenges focusing on the wellness and stability of the applications while reducing staff by 48%

. Engaging business, product and services leads to drive continuous process improvements, building quality applications to improve client delivery and customer satisfaction

. Formed strong alliances with internal support organizations including Audit, Compliance, Capacity, PMO and QA to insure aligned partnerships to exceed the firm’s strategic direction and goals

. Created a team-oriented environment, dedicated to client service, application stability and continued process improvement

. Leveraged previous client services and leadership experience to plan and execute the stability of First Data’s credit card payment application which processing $200 million dollars in transactions daily

. Managing aggressive timelines utilizing team member talents combined with strict business and project management methodologies

. Achieved business goals by maximizing the potential of internal tools, fostering innovation, prioritizing IT initiatives and coordinating the evaluation, execution and deployment of quality products

. Ensured all objectives pertaining to quality, compliance, regulations, productivity, customer service, budget and project management aligned to First Data’s mission and objectives

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GRINNELL MUTUAL REINSURANCE COMPANY 03/1996 – 08/2015

Grinnell IA

***CIO/ VP – Enterprise Solutions***

. $500 million dollar reinsurance/property and casualty insurance company supporting 280 independent mutual companies and 1600 insurance agencies with 500 home office and 250 field staff employees

. Led a leadership team of seven AVP’s with 160+ team members - Project Management Office, Software and Applications Development, Content Management and Business Intelligence, Data Center Operations, Marketing and Communications, Actuarial Services and IT Support Services

. Technology leadership vision, consistently delivering on business strategies and initiatives allowing the business to triple in premium growth while reducing overall corporate headcount 10%

. Implemented integrated customer portals wrapped around continuously improved automated workflow processes delivering 96% of our independent agent’s new/renewal/change business transactions though paperless secured online platforms

. Created and implemented an Enterprise Project Management Office dedicated to cost-effective, agile and scalable technology initiatives delivering streamline solutions mirroring the business and technology roadmaps

. Leader of a VDI enterprise wide desktop/mobile devise strategy centered specifically on data security, enhanced desktop support, desktop backup and recovery for optimal BYOD flexibility

. Delivered a mobile flexibility roadmap and philosophy for all future software development making applications available on any device anywhere anytime

. Implemented software development methodologies requiring a consistent agile development philosophy and customer front and center collaborative approach to all new application initiatives

. Developed a Business Continuity strategic roadmap including the construction of a fully functional 180 seat disaster recovery site, utilizing twin active/active data centers and continual dedicated enforcement of an enterprise wide security policy

. Created an empowered and collaborative team by focusing on the abilities to attract, recruit, develop, reward and energize an effective technology organization

. Managed the Build vs Buy processes and the proactive evaluation and management of third party vendor relationships to ensure their consistent value of delivering on time and within budget, the services and products specified in their contracts and service level agreements.

. Formed strong alliances with vendor partners to identify emerging technologies and trends to provide strategic vision and insight into future growth initiatives and continued business process improvement

. Instigator of transitioning from a yearly corporate business plan to a multiyear strategic enterprise roadmap centered on business/IT collaboration and long term company growth initiatives

. Developed strong collaborative relationships at all levels throughout the organization and member companies including c-level executives and board of directors

. Instrumental in the creation, construction and delivery of a state of the art 33,000 square foot conference and training center focused on the continued educational needs of our employees and customers

. Managed a budget of $35,000,000 annually

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INSPIRE INSURANCE SOLUTIONS / CGI GROUP 02/1994 – 03/1996

Sheboygan WI

***Client Services Executive / Implementation Manager***

. Software and consulting services company providing policy/claims administration, workflow/imaging and agency interface outsourcing services for property and casualty insurance carriers

. Managed 34 independent property/casualty insurance company accounts

. Led five teams of software development and support services staff comprising 75+ team members

. Key member of the reorganization team creating a new corporate structure focused on client services and team building, rapidly improving core software specifications, design, delivery, service and quality control

. Managed the division from 23% to 82% on customer satisfaction surveys for new client implementations

. Managed the division from 56% to 89% on customer satisfaction surveys for existing client support

. Participated in the clients pre-software sales analysis and requirements gathering

. Project managed the post-sales design, software development, onsite or managed implementation, outsourcing services and continued client support

. Project Manager leading the successful implementation of the company’s largest multimillion dollar software sale and installation on time and on budget

. Managed teams supporting 80% of total company annual revenue streams through collaborative interactions with key c-level business and technology executives

ACUITY INSURANCE / HERITAGE COMPUTER CORPORATION 07/1990 – 02/1994

Sheboygan WI

***Director of Application Development***

. $1.2 billion dollar property and casualty insurance company offering coverages for families and businesses in 24 states

. Directed the application development activities of three teams comprising 50+ team members

. Led and managed the software design, development, outsourcing and services support for 26 independent property/casualty insurance companies nationwide

. Managed aggressive timelines utilizing team member talents combined with strict business and project management methodologies

. Effectively managed resources to reduce backlog 68% and improving product quality by implementing structured project life cycles

. Devoted promoter of technical education by creating an in-house leveled training program

. Continued focus on software improvements resulting in new development and maintenance efficiencies, reducing programmer resource requirements by 22 to 28 percent

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**EDUCATION AND ACCOMPLISHMENTS**

University of Northern Iowa, Cedar Falls IA

***Bachelor of Arts, Computer Information Systems***

University of St. Thomas, St Paul MN

***MBA, (Courses towards degree)***

***Accomplishments/Awards***

2014 - CIO 100 – Customer Facing Mobile Application

2013 - Prometheus Top 3 CIO/CTO/CSO of the Year – B2B Workflow Advances/Customer Satisfaction

2013 - Information Week Top 250 – B2B Workflow Advances/Customer Satisfaction

2012 - Information Week Top 250 – Build vs Buy Commercial Lines Processing Implementation

2011 - Information Week Top 500 – Website Design and Deployment

2010 - Information Week Top 500 – Agency Portal Design and Deployment

2009 - Information Week Top 500 – Employee Portal Design and Deployment

2007 - Insurance and Technology Elite 8 – Technology focusing on Business/Customer Experience

2007 - Computerworld Premier 100 – Organizational Structure Centered on Business Initiatives

2007/2008/2009/2010/2011/2012/2013/2014 - Applied Partner of the Year – Agency Interface