GLEN HUANG

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Willing to Relocate

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**SUMMARY**

***Exploiting cutting-edge technologies to lead organizations to new levels of success***

Highly accomplished, results-driven Senior IT Executive with proven ability to spearhead profitable, effective departments and programs. Special expertise in managing architecture, support, and implementation functions for global telecom and network infrastructures. Experienced at overseeing web, ERP, and database-driven solutions. Adept at building and leading top-performing teams, directing complete system and data warehouse development life cycles, and designing multi-million-dollar data center build outs. Hold PMP certification.

Cloud Architect with over 20 years of hands-on experience with everything in the enterprise data center and beyond. Strategic architect and thought leader of consolidation and virtualization solutions. Virtualization advocate and evangelist. Deep technical skills in virtual networking, storage, servers, desktops, and applications. Skilled ITIL Architect practicing Good Practices while covering the domains of Strategy, Design, Transition, Operation, as well as Continual Service Improvement.

An Information Technology and Business Continuity professional with over 25 years of hands-on Computer Science and Business Information Systems experience with a strong emphasis on team interaction and customer service:

• Able to proactively set high goals and standards in the information technology environment

• A diverse background in business and technology

• Complete grasp of facilities management, network infrastructure design, database design and reporting, enterprise resource planning, system development lifecycle design, and service level agreement design and maintenance.

**EXPERTISE**

* Application Development
* Leadership
* Coaching and Mentoring
* Customer Service
* Continuous Improvement
* Enterprise Resource Planning
* Mergers and Acquisitions
* Due Diligence
* System and Portfolio Integration
* System Support
* Productivity Improvement
* Project Management
* Social Media
* E-commerce
* Strategic Planning
* Systems Integration
* Vendor Management
* Risk Management
* Data Center Infrastructure
* Critical Infrastructure Protection
* Business Continuity
* Disaster Recovery
* HIPAA
* Six Sigma
* SAP
* Oracle
* CRM
* SaaS / XaaS
* VDI
* Data Center
* Scrum / Agile
* Public / Private Cloud
* Strategic Virtualization and Consolidation
* FedRamp / Fisma (NIST)
* Mobile Apps
* SDLC
* AWS
* Microsoft Azure
* Black Chain
* MS Dynamics NAV
* Full Stack
* Firmware
* Big Data
* BlockChain

**PROFESSIONAL EXPERIENCE**

**Cook Inlet Tribal Council, Anchorage, Alaska www.citci.org** 2018 – Present

**CTO/CIO**

The Cook Inlet Tribal CTIO is responsible for advising senior CTIC leadership on all aspects of information resource management and technology and ensures compliance with information technology laws, regulations, and policies. The Office of Information Technology (OIT) designs, develops, implements, and maintains policies, budgets, standards, architecture, and systems for information technology, including the information technology security program that protects CITC resources. OIT also participates in cross-government initiatives and collaborates with federal, tribal, state, and other partners to serve American Indians and Alaska Natives.

CITC: Operation include: Tribal Management, Medical Care, Housing, School and financial Institute.

Manages and monitors global Cook Inlet Tribal Council (CITC) Technology Governance and Compliance, through a Risk lens.

* Data driven focus on IT Governance & Compliance Management leveraging a Common Controls Framework, FISMA/NIST/FEDRAMP, HIPAA, GDPR, PCI & IT SOX Readiness, Technical eDiscovery Services, Information Security Governance, Records Management, Training & Awareness, and Security Program Metrics & Data Visualization.
* Recruited to provide vision and lead design, development and implementation of strategic information technology initiatives to support overall business goals. Partner with senior leadership on growth initiatives and provide thought leadership to drive business growth.

Medical Center:

* Direct the technical operations of the company and oversee the initiatives of the information technology and telecommunications departments; manage the development of projects and programming to advance the organization’s objectives. Provide disciplined leadership, coaching, and mentorship to departmental teams and direct training programs; develop recruitment and HR strategies and retain top talent. Deliver high-level strategic guidance for all areas of IT such as voice and data communications and technology security systems.
* Developed the overall direction of the department through strategic planning and evaluation; lead the creation of plans which support the short and long-term goals and seamlessly executes practices
* Establish, monitor, and maintain departmental budgets and control and contain costs; eliminate any unnecessary expenditures, create schedules, minimize labor costs, and negotiate all vendor contracts
* Oversee the design, development, and implementation of new applications and changes to existing computer systems; evaluate and procure new hardware and software to meet direct company needs

**School / Education:**

* Manages all computing resources for the district. Heavy use of open source technology, automation, centralized resource management
* Provided leadership in the areas of 21st Century Learning and Educational Technology
* I responsible for implementing the School Board’s vision for technology as well as the network infrastructure, support services, student testing, and data analysis. “We know that technology provides us critical tools to better identify student strengths and weaknesses and thereby better enabling us to help students improve and excel

Alaska Native Justice Center

* Responsible for the implementation and sustainment of all capabilities within the ANJC Service Catalog including all communications and computing
* Responsible for the development and hosting of DoJ Enterprise Services, as well as the operation of all Enterprise Computing Centers throughout Alaska. Manage the Agency's Information Technology and Services in support of its ANJC mission
* Direct technology best practices across the enterprise; establish processes and procedures; ensure compliance with gaming regulations and security and integrity of IT organization.

Video Game:

* Lead product management efforts for **Never Alone (www.neveralonegame.com).** Created in partnership with the Iñupiaq people of Alaska, the game launched to critical and popular acclaim in 2018. It is now available on PC, Mac, major gaming consoles and mobile; has landed on over 70 critical 'Best of'​ lists and received numerous awards, including the BAFTA for 'Best Debut Game'​ and the 2018 Games For Change Awards for 'Most Significant Impact'​ and 'Game of the Year'. It has received almost 3 million downloads worldwide.
* Oversees product strategy for CITC’s consumer video game product line

***Sentinel Offender Services (a Core Civic Company). (NYSE: CXW), Irvine / Nashville*** 2016 – 2018

**SVP OF IT AND CUSTOMER SERVICES**

Recruited by CEO to lead the IT organization. Design and build the Global Infrastructure, Lead Global software development and Governance / Strategy.

* Defined and implement a Global enterprise infrastructure strategy for NA, Japan, China, APAC, India, UK and Europe cloud data center.
* IT infrastructure, innovation, operations, and governance. Lead teams in project planning, software development, solution design and evaluation, service delivery, and SLA fulfillment. P&L responsibility.
* Designed and implemented a world class Global corporate infrastructure and meet FEDRAMP /FISMA requirements.
* Leading software development teams both on-shore and off-shore.
* Continue to establish and maintain appropriate Business Continuity Plans (BCP) and ensure appropriate Disaster Recovery (DR) architectures
* Justify BCP and DR standards to industry best practices and the state-of-the-art
* Custom software development for law enforce industry
* Enabled a virtualized data center environment reducing the technology spends while boosting performance and availability. Implemented Governance, Strategic Planning, Disaster Recovery and Project Management.
* leading teams in IT, BI, Logistics Management, Software Development and Operations
* As Operation VP: Reports directly to COO and company owner. Ensures 30K+ alarm calls are handled effectively and efficiently, 24/7/365. Transforms high-potential staff into outstanding leaders.
* Created new strategic direction for the company with products designed specifically for long-term archive, and preservation of digital material and contents management.
* Played a significant front-line role in business development, instrumental in securing multi-million dollar deals with US government, British government, and several other countries.
* Increased development productivity 4-fold within 8 months, demonstrated by increased code output volume, reduced implementation windows, and 100% on-time deliveries using Scrum Agile software development practices.
* Maintained an install base of 2,600 customers with 40 million users.
* Managed P &L and budgeted staff of 16 IT staffs e with a budget in excess of $ 5.7m.
* Coordinated simultaneous releases of enterprise government security Services, HR, Personnel, and Financial Aid back-office automation products.
* Chaired the EM Software Development Committee.
* Standardized procedures and constructed roadmap to successful product governance.
* Presented to large audiences (over 4500) around the globe
* CALL CENTER MANAGEMENT:  
  ▸ Services the criminal justice field and abides by call center standards.   
  ▸ Monitors average handle call times (AHT), shrinkage, abandonment rates, coordinates Automatic Call Distributor (ACD) for skill based routing, blended agents, call logging, schedule adherence, and Interactive Voice Response (IVR) systems.
* TALENT MANAGEMENT, STAFF TRAINING & RETENTION  
  ▸ Developed and implemented a 3-tier training initiative for 45 call center employees.  
  ▸ identified specific career paths, increased employee knowledge and customer service delivery and reduced employee turnover rate from 78% to 9%.
* BUSINESS OPERATIONS, PLANNING & BUDGETING  
  ▸ Managed department/project P&L and budget planning to ensure all projects, procedures and policies were properly defined, budgeted, resourced, scheduled, supervised, and completed on time to customer’s satisfaction.  
  ▸ Provides expert court testimony, conducts consultative seminars and designs and delivers customized GPS and Software training sessions dependent on customer needs.
* QUALITY ASSURANCE   
  ▸ Created process for raw material procurement, product development and final assembly.  
  ▸ Led ISO 9001 recertification process for monitoring center, warehouse, equipment services, human resources, staff training and software design to ensure compliance.
* PRODUCT DEVELOPMENT LIFE CYCLE ENGINEERING  
  ▸ Works closely with IT and Engineering on new GPS and RF product and firmware development.   
  ▸ Collaborated on the creation/testing of OEM product and monitoring system within tracking devices.

***eMamba Inc. (OTC: EMBA), Santa Fe Springs*** 2010 – 2015

**Chief Information officer**

Working with various organizations to review and implement enterprise-level initiatives in support of mission-critical business systems and core operating practices. Audit the organizations infrastructure from the ground up in the efforts to help improve the efficiency of the organization and to promote a productive and safe working environment. Design Business Continuity and Disaster Recovery Plans in efforts to help maintain normal business functionality in time of a disaster. Lead teams of cross-functional resources through the full concept of an implementation project life cycle. Review and implement data center operations and procedures for Windows based servers such as Citrix and other remote access systems. Steer development of business rules, technical specifications and affiliated documentation. Create comprehensive charters, project plans, resources estimates, and budgets, timetables with critical paths, risk assessments, and communications plans. Aggressively manage project scope and resources to ensure on-time delivery of milestones. Leverage flexibility in dependencies and predecessors to optimize concurrent tasking. Provide regular communications to key stakeholders and the project sponsor by placing a strong emphasis on teamwork, achievements and new technology innovation. Host detailed status-reporting meetings with executive leadership and serve as the primary resource for issues resolution. Conduct enterprise due diligence and oversee organizational implementation planning.

* Working with all levels of users from the C-Level executive to the data entry personnel to resolve issues and provide system support.
* Developing Business Continuity and Disaster Recovery Plans.
* Redesigning polices and upgrade infrastructure to increase uptime productivity and to reduce any downtime.
* Coordinated build outs for datacenters and procuring all Information Technology Equipment.
* Established policies to review server capacity management and maintenance for all window based servers.
* Oversee the transition processes from BETA to Production database and web-based environments.
* Draft and implement Service Level Agreements and Statement of Work to define the scope of work required and the time in which it has to be performed and completed.
* Critical Infrastructure Protection.
* Work closely with Information Technology Support personnel to implement networking, hardware, software, and data centers upgrades and installs, as well as any new emerging technologies, such as biometrics and mobile devices.
* Facilitate teardown and relocation of datacenters and facilities.
* Trained IT personnel on the values of providing a strong customer service environment, being proactive and develop their skills to become a team player and a leader.
* Saved customers an average of $4M per year, per account, while improving productivity and profitability through design and deployment of supply chain and call center solutions.
* Directed the design and development of highly specialized solutions, including cloud-based ERP applications, web-based applications, and data management systems.
* Worked closely with customers to identify requirements and provide custom solutions that enabled dramatic improvements in operating efficiency.
* Completed successful design and implementation of 600-seat call center in Manila.
* Development and operations of a Ruby on Rails SaaS application providing mapping visualizations on top of the MicroStrategy BI platform.

***Alorica, inc. – Chino, CA*** 2004 – 2010

**IT Consultant/ Director of Infrastructure and Information Technology**

As the Interim Director of Information Technology / IT Operations Manager, operating on a global scale to prepare the organization for a planned acquisition; developed and implemented plans to ongoing projects and streamline outdated processes were a high priority. The organization was looking to implement and convert several departments to SAP with a budget of $8,000,000; this implementation helped reduce internal waste and improved departmental efficiency. In addition, implemented document storage, HR Training, and SOP module application called “MasterContol” with a budget of $6,000,000. This position was in charge of auditing and evaluating the whole infrastructure of the Information Technology department to improve the overall proficiency of several areas that involved customer service and to implement effective policies and procedures.

The overall goal was to improve efficiency and productivity of the 20 information technology professionals. This position was responsible for leading multiple teams of technical support staff members consisting of UNIX administrators, Citrix and network administrators, web design personnel, other proprietary application support personnel (EDI), helpdesk personnel, including department managers and supervisors, and any miscellaneous contractors, this including the maintenance and support of two data centers – One facility was located in the underground caves and another offsite for disaster recovery contingencies. The department had an annual budget of $6,000,000 to use in purchasing corporate and production IT systems, purchased hardware and software, and maintained third-party vendor relationships.

* Provided day-to-day tactical production support for all infrastructure related activities including: maintained firewalls & information system security. LAN & WAN connectivity. Voice & data. E-mail, application, and file / print servers. Desktop support.
* Minimized points of failure and improved stability, systems density, and remote manageability via infrastructure improvements, including moving data to Enterprise SAN storage and upgrading networks.
* Managed communications ([e-mail, Blackberry, Voice Mail]) and connection solutions, including workstation connectivity, local area networks, company Web site, intranet, and Internet applications.
* Designed and implemented all corporate standard operating procedures for Sarbanes Oxley compliance.
* Performed system and network vulnerability assessments using scanners and architecture reviews.
* Setting up Windows based servers – Citrix to allow multiple users to connect remotely to access various applications, reports and data.
* Drafted and implemented Service Level Agreements and Statement of Work to define the scope of work required and the time in which it has to be performed and completed.
* Determined the corporate the overall risk and business continuity deficiencies by utilizing risk assessment and management procedures.
* Coordinated workload oversight to ensure all open Remedy and Track IT! work orders completed on deadline.
* Reduced Capital and Operating costs by 60% annually through vendor negotiations.
* Improved communication and internal personnel relationships (customer service) between Information Systems Department, Facilities, and other Business Units. Improved response time for procurement and Help Desk requests from days to hours.
* Completed complex CRM and WSR software projects for top clients such as Costco, Sam’s Club, Vizio, Kenwood, and others. Also spearheaded internal development projects.
* Played key role in company’s growth from $10M to $450M by supporting Tier 1 customers.
* Managed development of applications for 5,000 seat call center in Manila and 200,000 square foot repair center in Tennessee.
* Facilitated $50M in profits from successful completion of Acer/Gateway projects

***Cable & Wireless (24 Group) – Telco / ISP, Gardena, CA***  2000 – 2004

**Vice President of Infrastructure and Information Technology**

As the Vice President of Information Technology for three different business units within the corporation responsible for designing and development strategic planning for several multi-million-dollar enterprise resource planning systems technology based on extensive analysis of existing infrastructure and capabilities, assessment of future business needs, and evaluation of emerging technologies in the United States and Canada. Forecasted budgets and created prioritized needs assessments. Combined efforts with customer service staff and management to address existing systems shortcomings and incorporate wish lists into future development efforts. Developed and directed 25 highly experienced team of Citrix and network administrators, web design personnel, DBA’s, helpdesk personnel, including department managers, and any part time contractors, this including the maintenance and support of multiple data centers. The department had an annual budget of $10,000,000 to use in purchasing corporate and production IT systems, purchased hardware and software, and maintained third-party vendor relationships.

* Facilitated revenue growth by working closely with Sales on presentations, customer visits, and analysis of RFQs/RFPs.
* Minimized business risk by providing advice and support for accounts and Sales, regarding QA, issue resolution, and launch of new products.
* Played critical role in development of profitable Utility Industry market in China. Assisted with buildup and support of team placed in SAP China.
* Led creation of NEC America’s Sales Automation website for desktop and wireless devices.
* Worked with senior executives and Board of Directors to develop ISP strategic plan.
* Directed implementation of new corporate-wide VoIP, email, and remote access system. Reduced costs by negotiating favorable pricing with VoIP provider.
* Oversaw IT aspects of $15M addition to main data center, including 7,500 sq. ft. facility.
* Improved efficiency by implementing global internet-based audio/visual streaming.
* Enabled remote access for sales personnel by implementing Citrix WinFrame server.
* Worked with key stakeholders and identify not only scope of projects but realize additional opportunities designed around improved process efficiencies.
* Designed and implemented corporate and branch locations disaster recovery and business continuity plans.
* Negotiated vendor contracts, internal and external Service Level Agreements and Statement of Work.
* Hands-on senior level business process analyst and project manager with strong, proven record of accomplishment implementing projects on time and within budget.
* Oversaw all **data management, data architecture, data warehousing, the management of database developers and administrators, data modelers.**
* Managed multiple data centers locations in (Kansas, Georgia, Missouri and Massachusetts).
* Facilitate datacenter design / teardown and relocation of corporate and branch offices.
* Provided leadership philosophy that encourages teamwork, self-organization, and accountability.
* Tracked and communicated project estimate and actual financial data on weekly and monthly basis, including labor, vendor, and other costs to ensure adherence to budget.
* Trained end-users on new or existing programs based on departmental job function.

***Goodwill Industries, Santa Ana, CA***  1999 – 2000

**Director of Infrastructure and Information Technology**

Managed IT and telecom operations for $80M non-profit organization and its associated ISP, Kruzin Internet. Supervised 15 developers plus 12-person IT staff. Administered $8M annual budget. Oversaw all Y2K compliance efforts.

* Spearheaded revenue growth and cost savings by leading development of eCommerce sites, ISP signup solution, and data management systems.
* Reduced costs and improved support capabilities by migrating to outsourced IT help desk and desk side support vendor. Selected vendor and prepared RFP.
* Achieved improvements in network stability, performance, redundancy, and scalability.
* Enabled remote access capabilities by implementing Citrix MetaFrame servers.
* Planned and managed IT and telecom aspects to support construction of 2 facilities.
* Directed deployment of POS system for 800 Goodwill retail locations.
* Chaired Goodwill IT Committee that selected and implemented new VoIP and email.
* Designed all technology systems for $15M in upgrades to non-profit auction site and associated operations, including state-of-the-art technology data center

***Neutron Technology, Gardena, CA***  1996 – 1999

**Director of Infrastructure and Information Technology**

Oversaw technology operations for company providing ISP, software development, and infrastructure improvement services. Administered $6M budget. Supervised more than 50 network engineers, developers, and support staff. Clients included Toyota, Nissan, and Acer.

* Improved efficiency and quality by reorganizing service staff and automating processes.
* Led company to approval as Microsoft Solution Provider, Compaq Service Center, and Novell Gold Reseller.
* Directed construction of state-of-the-art OC3 connection to internet for commercial use.
* Managed development of Oracle Financials solution to host financials for clients.
* Designed national network and security policies for Japanese Consulate General in US.
* Spearheaded profitable development internet and intranet applications, ecommerce sites, auction sites, email systems, and client/server applications for wide variety of clients.

**TECHNOLOGY PORTFOLIO**

**Applications:** Microsoft Servers, Exchange, Microsoft Office 2019 and older, Adobe Products, Adobe Creative Suite& Web Design, Oracle, Middleware, Open Source (JavaScript), SQL, Crystal, PeopleSoft, SSRS, WMS, EDI

**Web Applications:** ASP .Net, HTML, CCS, JavaScript, JQuery, JSON, Bootstrap, RESTful, Python, Pearl, and CGI

**Hardware:** x86, IBM P-series, Oracle/Sun HP, Dell, RAID

**Server side Technology:** Net 4.0/5.0, C#, Visual Basic, Windows Services, Web Services, WCF (Windows Communication Foundation).

**Networks:** Cisco Routers / Switches, SCCM, Cloud, Virtualization, Adobe Connect, Citrix, RFI, GUI

**DBMS:** Oracle, SQL Server, MySQL, SAP, DB2, Object-Orient Design, ASCII to Database conversion

**OS:** Windows (Server: 2003/2008, Windows 8 and below), LINUX, UNIX, MS-DOS

**Telecommunication:** VOIP / IVR, Telerad, Executone, (Avaya – Difinity, Infinity), Polycom, NEC and Toshiba systems

**ERP/CRM**: SAP, Oracle, JDE, Sage, Siebel, Real World, Netsuite

**EDUCATION**

* **MS in Computer Science**, University of London College, London, UK
* **BS in Business Administration**, University of Southern California, Los Angeles, CA
* **CERTIFICATIONS & TRAINING**
* MCT (Microsoft Certified Trainer)
* SAP Certificate Application Consultant
* MCSE (Microsoft Certified System Engineer)
* CNE (Certified NetWare Engineer)
* CNI (Certified NetWare Instructor)
* PMP-PMI
* Six Sigma – Black Belt
* **AFFILIATIONS**
* Microsoft Solution Provider
* Bluesteps
* Century Club

**Additional Work Experience**

**GEMOLOGICAL INSTITUTE OF AMERICA**, Santa Monica / Carlsbad, CA 1994 – 1998

**MIS Manager**

**INACOMP**, Woodland Hills, CA 1993 – 1994

**Network Manager**

**ESSENCE GROUP**, Fountain Valley, CA 1989 – 1993

**Network & Customer Service Manager**