**Executive Profile**

* Business-focused CIO spearheaded and owned enterprise development and execution of market-share growth acquisition strategy
* Lead international organizations supporting revenue streams in mid-cap size firms to firms in excess of $15 billion annual revenue in normal and super-normal growth environments. Companies including *IBM, eBay [PayPal,] First Data Corporation, Charles Schwab, CNA National*
* Delivered enterprise technology functionality for 1.5% of revenue dollar inclusive of Enterprise Architecture, Technology Operations and Engineering, Software Development, Call Center Tech., Technology Infrastructure, Cyber and Information Security, Data Center, End User Technology, Network, Telephony, PMO, QA, eCommerce Platforms, ERP System, CRM System
* Reduced technology platform Total-Cost-of-Delivery by 30% by moving core and non-core functionality onto SaaS Cloud platforms
* Transformed $1B division from regularly failing Cyber penetration tests and information security audits to the corporate leader in information security and governance- completed without causing distress or disruption to business functionality
* As CIO, drove the development and execution of corporate strategy –identifying internal and external capability to innovate and exceed expectations
* Introduced Salesforce to the CNA National Warranty Sales Department. Resulted in enhanced capability of Sales Department contact management, marketing campaigns, and executive reporting. This also provided a platform for building out additional Salesforce functionality based on business needs and demands
* Transformed core application stack from a monolithic code architecture with intermingled application, logic, and database tiers to a service oriented architecture enabling faster speed to market, responsiveness to market demands, and provide a responsive platform to future business decisions
* Drive and foster engagement with internal and external Clients and Customers in a sales and marketing capacity to support new account acquisition and penetration into specific strategic markets
* Agile athlete – Leveraged Agile frameworks in multiple enterprises to drive transparency of technology costs.
* Mergers and Acquisitions -assessing potential mergers or divestitures and ensuring post-merger deliverables are met and technical integration
* Delivered many Board and C-Suite presentations advocating and clarifying technology strategy and direction
* Successfully navigated both business and technology needs and established and grew common ground between the two
* Specialize in highly secure, highly regulated, highly available, high transaction environments
* Delivered systems governance and compliance within the following governance mandates: HIPAA , Federal Reserve, PCI DSS, FDIC, SEC, SAS70, SOX, GLB
* Successfully implemented and delivered business value in the ERP environments [Oracle eBusiness Suite (eBS), PeopleSoft, Siebel CRM]
* Delivered keynotes and presentations for CIO, technical leadership seminars
* 25+ years total leadership experience with the last 17 in executive technology roles

**Professional Summary**

**Charles Schwab and Company, Inc. Phoenix, AZ 2017 - Current**

**Head of Operational Continuity**

* Lead Enterprise Technical Operational Continuity transformation from internally focused waterfall organization to a Voice of Customer focused Agile organization which resulted in 100% transparency of department while at the same time increasing customer and department member satisfaction.
* Responsible for First Line of Defense Strategy, Delivery, Execution, and Operations for resilience and continuity within the Enterprise
* Lead Compliance and Attestation for all disaster recovery capabilities for enterprise application suite and hardware footprint
* Transformed relationship with regulators, Internal Audit, and 2nd Line of Defense for testing and attesting to Enterprise highly available services from adversarial to partnership with the protection of Schwab’s customers as the primary focus
* Accountable to the CIO to introduce and deliver new testing strategy that validates critical application testing strategy by remaining in “test’ configuration -servicing the Enterprise- for one week before reverting to normal production configuration
* Attest to the Enterprise’s capabilities relating to Appendix J and lead the technical integration of Appendix J to the Enterprise
* Converted department to Agile. Implemented Agile framework and ceremonies to address human capital demand and enhance transparency

**CNA National Warranty** -$650M Division of CNA Financial 2015 – 2017

**Chief Information Officer**

* Reporting to CEO serve as key member of Executive Leadership Team responsible for all corporate technology
* Responsible for setting and delivering Technology Vision, Mission, and Strategy and delivering on these key organizational constructs
* Execute complete accountability for all Information Technology inclusive of Enterprise Architecture, Technology Operations and Engineering, Software Development, Call Center Tech., Technology Infrastructure, Cyber Security, Data Centers, End User Technology, Network, Telephony, PMO, QA, eCommerce Platforms, ERP System, CRM System
* Supported top-line revenue growth from $450 to $650M, fostering and growing an innovative, challenge-the-status-quo environment while decreasing Percentage-of-Revenue-Dollar spent on IT
* Executive Steering Committee Member spearheading delivery of market-share growth acquisition strategy through the use federated and direct technology models
* Reporting directly to me established and staffed first Enterprise Architecture [EA] Team in company history. Delivered initial tasks of EA documentation and development of artifacts that were able to be used during transformation discussions and general impact analysis
* Deployed document management system initially for General Counsel and legal staff which rolled out to the entire organization. System support all Legal Department needs for information security and regulatory requirements for document retention.
* Using Qlik built out data architecture and business intelligence group providing insights into business dynamics that were leveraged to make financial, marketing, and other business decisions
* Successfully rolled out Salesforce across the enterprise
* Transformed firm from a company regularly failing penetration tests and information security audits to the corporate leader in information security and governance. This was completed without causing distress or disruption to business functionality
* Coach executive leadership staff on the discipline necessary to grow non-organically—to capitalize on competitive advantages to gain market share
* Transformed Information Technology Department into an transparent organization thought of as an innovative partner to business growth rather than a drain Gross Income
* Transformed Technology Department from a monolithic code architecture to a service oriented architecture enabling faster speed to market and responsiveness to market demands
* Responsible for the development and execution of corporate strategy and the governance of day-to-day operations in an environment with double digit percentage annual revenue growth
* Member of Corporation Steering Committee where individual accountabilities are put aside as we determine short and long-term direction and for insuring that business strategy and targets are met or exceeded
* Converted department Agile. Implemented Agile framework and ceremonies to address human capital demand and enhance transparency
* Accountable for firm-wide eCommerce activity through which seventy-five percent of corporate top-line revenue flows
* Engage with Clients and Customers in a sales and marketing capacity to support new account acquisition and penetration into specific strategic markets

**Independent Technologies,** 2008 – Current

**Principal Adviser**

* + Executive [CEO, COO, CFO, CIO] technology consulting and advisory services
  + Interim CIO, CDO, COO engagements
  + Cyber and Information Security Strategy and Road Map Development
  + Pre and Post Sales Activities
  + Business Development
  + Lead the build out an Enterprise Architecture Department at a major electrical utility
  + Manage large IT Executive Advisory and Program Leadership engagements in various industries
  + Advised on all aspects of Information Security, Risk Management, Mitigation, and Avoidance
  + Provided M&A and divestiture delivery throughout M&A lifecycle
  + Provided M&A and investment due diligence assessment consulting to boutique private equity funds and capital markets intermediaries with focus on the risk management and control as well as technical components of business plans for portfolio investment candidate companies
  + Provided subject matter expertise to institutional investors for ecommerce, electronic payments, and online brokerage service industries
  + Specialized in managed service and service industries consulting in High Volume, High Security, High Availability, Highly Compliant environments across technology platforms
  + Specialized in overseeing managed service and service industries outsourcing initiatives
  + Provided expertise regarding all facets of Technology –specializing in Enterprise Architecture -aligning technology to business direction
  + Subject Matter Expert in all facets of engagement and service delivery including effective executive communication and relationship building in multi-million dollar engagements

**Companies included: IBM, Arizona Power Services [APS,] The Hackett Group, CoreLink Administrative Solutions, Predictive Science Analytics,** **Coventry Health Care, JPMorgan Chase, MetLife, HSBC, CapitalOne**

**Digital Madhouse,** *$350M Ecommerce Company*, 2010 – 2011

**Head of Information Technology [CTO]**

* Reporting to the Company Founder executed end to end accountability for all Information Technology and Application Development in the origination and execution of corporate strategy and the governance of day-to-day operations
* Accountable for all aspects of Information Security, Risk Management, Mitigation, and Avoidance
* Migrated from a hosted to a cloud based environment using Amazon Web Services as the Cloud provider
* Oversaw delivery of reliable, timely, cost effective, efficient and secure deployment and delivery of all IT products and services.
* Oversaw PHP and Java product development using Agile / Scrum software development methodologies
* Developed and monitored key performance indicators at business and IT levels and directed efforts to ensure operational excellence and continuous improvement towards exceeding these KPI’s
* Complete accountability for all corporate-wide IT operations functions including Data Centers, Business Resumption and Disaster Recovery, desktop hardware/software Deployment, Telecom, Network, Unified Communication, Helpdesk & Desktop Support, IT Operations, Call Center, Product Development, Database, and Systems Engineering / Architecture, and Data and Call Center Facilities
* Make certain that relationships with business leaders and stakeholders remain productive and that technology department is viewed as a business enabler and not a detractor
* Lead the Information Technology Group through a severe contraction in revenues and closing company.
* Mentored high performing managers and individual contributors insuring that they have opportunity to grow and advance

**eBay, Inc. (PayPal), Scottsdale, AZ**, 2006 – 2008

**Senior Director**

* Reporting to PayPal’s CIO -provided technology leadership during period of super-normal growth [$380M - $1B in top line revenue. During this time, eBay concluded the purchase of PayPal, purchased Skype, StubHub, and PayPal chartered a bank in Europe to grow in the EU. I oversaw the PayPal technology operational integration for this M&A activity
* Responsible for the 24x7 operations of the production PayPal.com financial payment website [through which one hundred percent of corporate revenue was generated,] and all other mission critical back-office business services and applications, including global payment network, Enterprise software
* Deployed and staffed Paypal’s first Security Operations Center and then transitioned it over to CISO management
* Accountable for strategy development and execution of real-time service monitoring and continuous process improvement throughout Operations ensuring that it was aligned with global corporate strategy
* Responsible for Business to Business and Business to Consumer Service Delivery *functionality* and availability management
* Delivered complete oversight for PayPal’s Electronic Data Interchange service
* Accountable for all internal and external Service Level Agreements, Disaster Recovery, and Business Resumption
* Shared responsibility for annual budgets of $100M
* Global oversight of executive management and high-level individual contributors in the US, Ireland and India

**Charles Schwab and Company, Inc. Phoenix, AZ**, 1998 – 2006

**Managing Director**

* Reporting to the SVP of Technical Operations -lead global organization ranging from 15 direct reports, and 120+ managers and staff, and budgets of $20 million
* During this time Schwab created Schwab Bank, Schwab Canada via acquisition, purchased USTrust, Soundview Technology Group and CyberCorp, Inc to grow market share and purchase competitive advantage. I was a leader in the delivery of integrating these companies into the Schwab portfolio
* Accountable for strategy development and execution of real-time service monitoring and continuous process improvement throughout Operations ensuring that it was aligned with global corporate strategy
* Responsible for the 24x7 operations of the production Schwab.com financial services website [during this time ninety-five percent of corporate revenue was generated through the website,] and all other mission critical back-office business systems and applications, including global EDI network, Enterprise software
* Coached and mentored staff across all levels within organization. Those that I mentored are currently managers and executives within Schwab and other companies
* Introduce and deploy COBIT and ITIL ITSM Control Frameworks

**Education**

**MBA,** Bellevue University, Omaha, NE

**B.A.** **International Studies** *emp*. on Trade and Economics, University of Nebraska, Omaha

**B.A. German,** University of Nebraska, Omaha

**Certifications:** LEAN IT Foundation, LEAN IT Leader, ITIL Foundation, Total Quality Management Master