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| **Joseph G. Ballard** | Southwick, MA 01077  [ballardjee@comcast.net](mailto:ballardjee@comcast.net) ▪ 413-433-0046 |

**Information & Technology Executive**

*25+ years’ success leading technology innovations for government, and high-profile companies*

Successful technical director with experience in all facets of business strategy development, emerging technologies, organizational development, and infrastructure development. Talented collaborator with the ability to successfully launch programs based upon operational goals, aligning technology initiatives with business objectives throughout all department levels. Skilled in training cross-functional teams, directing all information technology solutions to identify and launch cost-effective technology solutions. Expertise defining project milestones with the ability to ensure deliverables on time and under budget.

Highlights of Expertise

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| * Business-Driven Technology Solutions * Contract Negotiations, SLA’s * Project Management / Leadership * Staff Training & Team Building * Regulatory Compliance & Reporting * Held several security clearances | * Strategic Planning & Analysis * Technical Architecture * Systems Engineering & DevOps * Software Development, SDLC * Customer Relationship Management |

**Career Experience**

United Bank, South Windsor, CT

**VICE PRESIDENT / APPLICATION DEVELOPMENT, RETAIL SYSTEMS** (2016 to Present)

Direct the development and implementation of information technology support systems and solutions throughout multiple company branches, ensuring streamlined operations for digital platforms and all aspects of software and database management.

* Provide quality support, surpassing company expectations within the digital banking environment, improving productivity through contract management and third-party customization, integrations, architected an SOA, API/web service library, securing long term clientele leading to annual revenue and profit growth.
* Enhance client services through application development and technology roadmaps developed to improve key functions within the banking system.
* Manage all aspects of projects, identifying risks and analyzing data to promote operational improvements and successful change management
* Vendor management and all relationship items

Carroll Enterprises, Inc., Worcester, MA

**CHIEF INFORMATION OFFICER** (2015 to 2016)

Held concurrent responsibility in leading all technology initiatives for the Mosaic Insurance Exchange and its parent company in addition to developing strategic business initiatives to facilitate the design and launch of information systems, network infrastructures, and computer operations throughout the organization. Implemented new standard operating procedures, while effectively managing technical engineers, database, help desk, and development staff.

* Managed high profile projects, including designing a Continuity of Operations Plan, and a Disaster Recovery Plan focused on ensuring streamlined operations for retrieving and securing company data.
* Designed and launched a Microsoft Dynamics Customer Relationship Management system developed to accurately manage client relationships through technology services, achieving long term business relationships leading to profit growth.
* Leveraged current information technology knowledge to develop and deploy e-pay, and billing systems utilizing strong business acumen in support of operational goals.
* Increased client relationship management initiatives through the launch of a new Call Center focused on providing exceptional customer service through quality assurance, and control.
* Served as a member for both the Information Security Committee, and the Capital Appropriations Committee.

Quality Health Ideas, Inc., Suffield, CT

**EXECUTIVE, INTERIM CIO, INFORMATION SECURITY OFFICER** (2014 to 2015)

Reviewed current operations managing compliance with service level agreements (SLAs). Coordinated the development of the new corporate infrastructure, integrating CRM 2015 and SharePoint 2013 to establish effective services with measurable improvements in performance.

* Facilitated the design of Disaster Recovery Plans including a Continuity of Operations Plan, and a Compliance Policy Plan leading to regulatory compliance procedures.
* Created a Helpdesk in response to CRM initiatives, launching network systems and new dashboards in CRM for the new company business model.

Quality Health Ideas, Inc. Suffield, CT

**EXECUTIVE PROGRAM MANAGER** (2014)

Executed leadership throughout the development of high profile projects from conception to completion, managing all aspects of technical and network systems architectures in support of organizational objectives. Controlled costs while optimizing performance, leading cross-functional teams throughout the delivery of services in a timely manner.

* Deployed technology solutions focused on onboarding clients utilizing Non-RDBS, RDBS, C#, .NET, signalR, Auth0, HL7, HL7 CCOW standards.
* Established improvements in IT performance creating a new division called the Health Information Exchange, increasing client services with patented technology solutions.
* Provided oversight for project managers, analysts, and architects in addition to offshore developers.

Accenture Federal Services, Arlington, VA

**EXECUTIVE, TECHNICAL MANAGER SOLUTIONS ARCHITECT / ETL & REPORTING DEVELOPMENT** (2013 to 2014)

Facilitated project oversight throughout the development of hospital business solutions, training and coaching 35 developers throughout the construction of SSIS, SSRS, and business object initiatives. Gathered data for analyzing information in providing a weekly dashboard to executive level leadership, detailing project milestones while providing deliverables on time and under budget.

Additional Experience

**Product Manager Solutions Architect** (2012 to 2013) ▪ Accenture Federal Services, Arlington, VA (DoD, Office of Secretary of Defense at the Pentagon)

**Oversight Product Manager/Application Solution Architect** (2012 to 2013) ▪ Accenture Federal Services, Arlington, VA (The Library of Congress/Microsoft CRM Support)

**Manager Integration Architect/Systems Engineer** (2012) ▪ Accenture Federal Services, Arlington, VA (DoD, Worldwide)

**Product Manager Architect** (2012) ▪ Accenture Federal Services, Arlington, VA (Microsoft)

**Technical Manager/Solutions Architect** (2011 to 2012) ▪ Accenture Federal Services, Arlington, VA (USDA, Risk Management Division/SAIC)

**Technical Manager** (2010 to 2011) ▪ Accenture Federal Services, Arlington, VA (WellCare)

**Product Manager & UI Architect** (2009 to 2010) ▪ CIGNA/Vertex, Bloomfield, CT

**Product Manager/Software Development** (2009) ▪ MKGCS Command and Control Systems, Arlington, VA

*---Additional career experience as a Senior Technology Consultant, Software Development Manager, Vice President of Technology, and Lead Senior Systems Analyst---*

**Education & Credentials**

Westfield State College, Westfield, MA

**BACHELOR OF SCIENCE, COMPUTER SCIENCE, Concentration in MATH** *(Currently in Progress)*

***Professional Development****:* Dynamics CRM 2011, Microsoft; Dynamics CRM 4.0, Microsoft; Silverlight 4.0; SharePoint 2010; Silverlight 3; Microsoft Azure; .net Platforms

***Technical Proficiencies:*** Windows Server 2008 r2, 2000/2003, XP Pro, NT, w98, DOS; Active Directory, SQL, Server Reporting Services, ETL; SQL Server 2008 r2, MS Access, Sybase, Oracle, BI; VoIP, Wireless, WAN, LAN, TCP/IP, Network Architecture, Systems, Firewalls, VPN, Topology, Connectivity, HL7 CCOW; Exchange, IIS, MS Office, SharePoint 2010, SharePoint 2010 Admin, Microsoft Dynamics, CRM 2015, 2011, 4.0, BizTalk 2010; TFS 2010, VB.Net, C#, Visual Studio 2003, 2005, 2008, 2010, ASP, ASP.Net, Visual Basic, Web Services, with .NET (SOAP, WSDL, UDDI), XML (xsl, xsd, dtd), ASP.NET 2.0,3.5 ASP, HTML, XHTML, DHTML, JavaScript, VBScript, Server-Side Applications, CSS, DTS, COM, DCOM, WEB Internet, Intranet, Reporting Services, Crystal Reports, dbnet, OLE, HTML, DHTML, Encryption(PGP), FoxPro, Dbase, C, JavaScript, ODBC, T-SQL, LDAP, PVCS, API’s, Aspose, Ajax, Silverlight

***Methodologies:*** Waterfall, RAD, Agile, RUP, ADM, ACM, SCRUM