**MARK GAO**

Robbinsville, NJ 08691 (609) 372-3556

markgao@yahoo.com

**EXECUTIVE SUMMARY**

Innovative executive manager with over 15 years’ strategic technical infrastructure experience, strong project management acumen, improvement of operational performance and creation of winning products. Strong skills of development and execution of the enterprise-wide technology strategy, consistent track record of quality, efficiency and agility. Distinctive blend of skills encompassing C-level leadership, management and technology consulting, change management and building high performance teams.

**AREAS OF EXPERTISE:**

* Strategic Planning & Implementation , Risk Management
* P&L, Budget Management, Cost Optimization
* Hands-on Metrics driven Management
* Turnaround specialist/subject matter expert
* Product & Innovation Management
* Partner & Vendor Relationship
* Cloud, Big Data, Business Intelligence/Analytics, App Dev, Security, Policy and Agile

# CAREER HIGHLIGHTS

* Leadership: Demonstrated track record in building and growing teams and leading transformation.

Strategic leader with strong delivery focus and ability to execute in complex environments

* Product and Innovation Management: Envisioned, implemented and launched winning products and enterprise solutions. Managed complete lifecycle of company’s key products and service offerings
* Program Management: Track record in successfully managing complex enterprise transformation programs and effectively managing risks and optimizing cost
* Technology Architecture and Consulting: Extensively advised leaders on technology strategy, roadmap and architecture, consistently delivering quantifiable business impact
* Disparate technology stacks, corporate functions & geographies

**PROFESSIONAL EXPERIENCE**

# Vice President, Technology/Consultant (2009-2018), GrayHair Software Inc, Mount Laurel, NJ

Led in corporation’s technology vision and infrastructure management, transformational initiatives spanning People, Technology & Process. Defined strategic IT roadmap, tactical goals and detailed execution plans

***Highlights:***

* Coached and grew technology teams, promoted and implemented **Agile (Scrum/Kanban)** development processes/methodologies, TDD and **DevOps**
* Led teams by example, provided subject matter expertise(database, BI, networking, storage, servers and programming) to team members (on-shore and off-shore , remote and in-office)
* Defined the architecture vision & roadmap and led the modernization of legacy enterprise technology stack
* Led a successful acquisition/merger integration
* Ideated, defined, implemented and released several new strategic solutions, grew revenue by 40%
* Evaluated data center vendors and relocated to a facility which provides reliable service and room for growth to better support continuous business growth
* Researched, evaluated storage systems such as **3PAR, Pure**, and adopted Pure as next generation storage to support year over year data growth while providing super performance and fail safe needs
* Led database servers’ (software and hardware) upgrade and licensing negotiation, saved $600k on software licenses while still maintains best performance to support production work
* Revamped BI solution offerings, adopted Tableau to replace several outdated BI tools , put us far ahead of the competitors in big data analytics area
* Teamed with other executive management members for company’s daily operation, review marketing plan, sales pipeline, cost monitor/reduction/financial control, product offerings, ROI analysis etc.

**Director, App & Database Development (2003-2009), GrayHair Software Inc, Mount Laurel, NJ**

Directed division operations, managed team members and evaluated effectiveness of projects and resources. Developed operation procedures and provided guidance to team members in software development and selection of tools/technologies

***Highlights:***

* Managed departmental personnel, including hiring, firing training, performance review
* Recommended and implemented business process design and re-engineering. Streamlined company internal workflow, automated business processes and improved overall work efficiency with cost reduction and revenue increase
* Instructed team members to ensure the assigned tasks were completed within the expected timeframe and budget
* Led in building the Disaster Recovery Data Center. Oversaw testing and maintenance of the DR data center and switching over during emergencies. Designed and implemented database disaster recovery plan and database replication process.
* Led database development, management and collaborated with IT team to maintain system stability and performance.
* Created/revised production support team members’ rotation schedule to provide **24x7** technical support for the mission critical production databases.
* Evaluated hardware and database products to meet high performance requirement of the mission critical, large-scale databases, including but not limited to SAN (**HITACHI, EMC, 3Par** etc) and database products such as SQL Server, Oracle, MySQL, Netezza, TeraData.
* Evaluated and adopted appropriate reporting/BI tools to meet our clients’ analytical reporting needs.

## **Senior Programmer (2000-2003),** GrayHair Software, Inc, Mount Laurel, NJ

Coordinated collection and documentation of project requirements and application design for various projects using Java, VB, C, JavaScript, VBScript, and ASP. Utilized multiple database tools e.g. Oracle, SQL Server, Access, MySQL and reporting tools such as Crystal reports and Style reports.

***Key Accomplishments:***

* Supervised junior programmers
* Built/coded several web based and standalone applications which contributed to significant business growth
* Evaluated a variety of hardware and software including servers, storages, DB software and reporting tool.

### 

### TECHNICAL EXPERTISE

|  |  |
| --- | --- |
| **Certificates** | *Sun certified Java Programmer(2001), Sun certified Java Developer(2001)*  *Microsoft certified SQL Server Administrator(2003)*  *Oracle Database 10g Administrator Certified Associate(2006),*  *MEA Leadership Training Certificate* |
| **Hardware** | HP Servers, SAN(EMC, 3PAR, Pure etc), F5 Load Balancer, Firewalls |
| **Software** | SQL Server, MySQL, Oracle, Calpont InfiniDB, InfoBright, Neo4J, Apache Solr/Lucene, Hadoop/HIVE, NetBeans, Eclipse, MS Visual Studio, Resin, TomCat, IIS, MS Visio, JBoss Teiid, New Relic, SalesForce, Oracle Designer/Developer, Crystal Report, Style Reports, Intellicus Reports, Fusion Chart, JasperReport, Open Reports, Pentaho,Tableau, Quest DBA suite, LiteSpeed, Performance Appraiser, FogButz, JIRA, Confluence, Stash/Git, SVN, VMWare, WhatsUp, Splunk, Google Maps, SonarQube, Jenkins CI server etc. |
| **OS** | Windows, Linux/Unix |
| **Languages** | Java, VB, C#, C++/C, T-SQL, PL/SQL, JavaScript, VBScript, CSS, HTML, XML/XSLT, PHP, PERL**,** Bash shell script |

**EDUCATION**

Master, Computer & Information Science, Temple University, Philadelphia, PA