443-851-5101 **Michael Flynn** [mflynn33@gmail.com](mailto:mflynn33@gmail.com)

Severna Park, MD [www.linkedin.com/in/michael-flynn-md](http://www.linkedin.com/in/michael-flynn-md)

Business savvy IT executive with excellent management skills who delivers outstanding value through strategic use of resources. Trustworthy and ethical leader devoted to quality results and customer satisfaction in all endeavors. Extremely adept at strategy creation, team building, and management with a proven ability to attract and mentor skilled IT staff to outperform expectations.

**Key Areas of Expertise**

* IT Strategy, Operations, & Governance
* Process Improvement
* Proven Leadership & Negotiation Skills
* Superior Management & Team Building
* Software Application Design & Development
* Crisis Turnaround Management
* Budget Planning, Development & Control
* Business Intelligence & Reporting
* Technology Infrastructure
* Data Governance

**Professional Experience**

**Trust Consulting LLC** 6/2019-Present

Business and IT Consulting and Coaching company for non-profits

**President**

**Melwood –** Upper Marlboro, Maryland3/2019-Present

**Volunteer**

* Guiding implementation of Data Governance and facilitating transition to Raiser’s Edge CMS

**National Apartment Association –** Arlington, Virginia6/2014-9/2018

The premiere association for the residential property management industry in the U.S. with 75,000 members representing over 9,000,000 units and over $36 million in annual revenue

**Chief Information Officer**

* Transformed IT Department from ad-hoc reporting entity to a disciplined, professional business unit supporting the entire organization and membership
* Conceived and developed member, affiliate and supplier portals for self-service of accounts and ancillary products representing $11 million in recurring revenue
* Replaced existing association management system (AMS) with a customized implementation of Salesforce based NimbleUser, simplifying management, reporting and integration with other systems
* Implemented Salesforce Sales Cloud for Business Development, Service Cloud for Client Solutions Center and Pardot for direct email and marketing
* Initiated Data Governance program to clean and maintain data consisting of over 1 million records collected from 165 affiliates
* Moved on-site systems to SaaS: email to Office 365, file storage to Box.com, help desk to Zendesk, project management to Jira and budgeting system to bi360
* Brought in new mobile app for year-round member engagement, governance and event management with single sign-on and data synced with Salesforce

**Key Technologies**: Sonicwall, VMWare, Linux, Salesforce, AWS, Office 365, Azure, Drupal, Zendesk, JIRA, Confluence, Ruby on Rails

**Beech Street Capital –** Bethesda, Maryland1/2011-6/2014

A National Multifamily Mortgage Company – $3.85 billion in annual underwriting and $10+ billion servicing portfolio

**Vice President and Chief Technology Officer**

* Managed development of customized Salesforce application using Force.com, Box.com and Drawloop for underwriting tracking and asset management
* Implemented ITIL policies, procedures and CMDB for IT governance
* Designed and implemented completely new Enterprise wide infrastructure. New virtual servers on VMware ESXi, Linux, nationwide MPLS network, multi-site VoIP phone system, spam and virus filtering, IBM FileNet, Salesforce and IT monitoring systems
* Created complete Business Continuity system and processes with offsite virtual machines with continuous replication, failover VoIP circuits with procedures and checklists for seamless execution of disaster recovery plans
* Negotiated early release from existing telecommunications contracts which resulted in over $300,000 of savings

**Key Technologies**: Cisco, Sonicwall, SAN/NAS, VMWare, Linux, MS Exchange, Box.com, Salesforce, Kaseya, Varonis, Python, Wordpress, VoIP, IBM FileNet

**Watermark Property Group LLC –** Baltimore, Maryland1/2009-1/2011

A startup Marine Investment and Management Company

**Chief Technology Officer**

* Created financial model for calculating occupancy rates and economic loss of slips for marinas
* Implemented Linux based VoIP systems, networks and communications from the ground up leveraging cloud-based systems and services to reduce costs
* Selected, installed and trained applications for enterprise accounting, marina management, service management, boat sales, POS and restaurant management
* Setup and employed social networking – twitter, Facebook and yammer for internal and external marketing and information distribution
* Conceived and managed marketing campaigns for branding and marketing of marina, marine parts and boat sales using Google adwords, email and industry publications – all integrated with Salesforce

**Key Technologies**: Microsoft Dynamics, VoIP, iOS, GSuite, HTML, Java, Linux, MySQL, Ruby on Rails, DockMaster

**Flynn Technologies LLC –** Annapolis, Maryland7/2005-12/2008

Multifamily Technology Consulting Company

**President**

* Designed and programmed a rent collection system using Agile development methodology for a client with 35,000 apartment units. The application extracts electronic move-out data from the client’s property management system and automatically sends collection letters, completes pleadings for filing suit in various counties and takes credit card payments for settlement of debt
* Architected and implemented a disaster recovery system for a nationwide commercial property management company. All equipment, server synchronization, backup and recovery methods based on corporate defined tolerance for outages and recovery
* Designed and implemented phone and computer networks for a title insurance company. Linked main and satellite offices with IPSec VPNs and VoIP systems
* Balanced and audited Financials for 10 entities for a Property Management Company after a botched electronic data conversion to a new accounting system by the vendor

**Sawyer Realty Holdings LLC –** College Park, Maryland7/2001-6/2005

Eastern regional owner and manager of multifamily apartment complexes with over 50 sites 27,000 units under management

**Chief Technology Officer**

* Created and implemented technology infrastructure to successfully grow the company from 4,000 to 27,000 units with over 2 billion dollars of managed real estate
* Starting literally from the ground up, designed, deployed and managed all infrastructure including phone systems, cell phones, radios, email systems, local and wide area computer networks, secure VPN with broadband to all sites, servers and desktops, Intranet, Extranet, Data Warehouse, packaged applications, custom internal applications, and integration with numerous external applications
* Built technology department from a single person to a well-managed team of 14 engineers and support staff who performed all technology installation, management, training and support for over 300 users
* Designed and developed corporate web site, individual property web sites with secure resident logins, secure investor web site and asset disposition web site – all with dynamic data links to backend property management accounting system
* Conceived and wrote application for automatic lease renewals and rent increases that generated over $190,000 of bottom line revenue in the first 6 months
* Designed sophisticated, web-based Asset Analysis program to manage and predict cash flows from multiple properties through waterfall distributions to multiple levels of investors

**Advertising.com –** Baltimore, Maryland1/2000-7/2001

International Advertising leader in providing comprehensive, integrated marketing solutions across multiple digital platforms, including web, wireless, and email.

**Director of Technology**Responsible for software development, database management, infrastructure, operations and R&D. Managed $15,000,000 technology budget and a staff of 80+ engineers and contractors across the U.S.

* Architected and managed development of new Advertising Delivery Platform for self-service ad networks
* Project leader for migration of Ad Delivery System from MySQL to Oracle – increasing availability from 97% to 99.99% resulting in $1.75 million annual revenue increase
* Renegotiated vendor contracts resulting in $1,800,000 annual savings
* Successfully maintained 95% employee retention following a corporate downsizing of more than 50% of the company
* Worked with top advertising agencies to form the New Media Consortium – a group dedicated to establishing standards for online advertising
* Helped closed deals worth $2,000,000+ in annual recurring revenue

**Jenark Business Systems, Inc.** – Gaithersburg, Maryland 9/1987-12/1999

A software company for the real estate industry

**Founding Partner and Director of MIS**

Full responsibility for all internal and external aspects of company’s software development, hardware, network design, administration, installation and support. Boot strapped company from nothing to more than $3,000,000 in revenue. Selected, trained and managed staff of 10 programmers and support personnel.

* Designed and wrote enterprise property management and accounting system with ACH bank interfaces for rent, payroll and bill payments
* Directly responsible for project management of all development, implementation and support
* Provided pre- and post-sales support for requirements, installation and on-going maintenance
* Maintained 99.9% up-time for all clients over 10-year history
* Implemented Full Life Cycle software management enabling a 100% sales increase with only a 25% increase in staff
* Maintained 100% client satisfaction by providing exceptional support and delivering on promises
* Designed, installed and maintained Linux based networks for 100+ clients
* **Education**

*Virginia Tech -* B.Sc., Aerospace and Ocean Engineering

*MIT –* Tackling the Challenges of Big Data

*Pragmatic Studio –* Ruby on Rails I and II

* **Awards & Memberships**

*2017 DC Live Association Technology All Star*

*American Society of Association Executives*

*CIO Innovation Insider*

*Visionary Leadership Academy*