**Michael Kerpen**

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**Director of Information Technology**

A comprehensive 20+ year background as a senior-level professional in global markets, as a Chief Information Officer, IT Director, IT Manager, Project Manager and as a Communications Engineer. Adept at implementing innovative solutions and ensuring superior levels of service delivery for large organizations. Internationally seasoned; multilingual, fluent in English and German, good Spanish.

**CORE COMPETENCIES**

Project Management • Global Contract Negotiation • Implementations • Relationship Management

• Program Management • Team Management/Development • Cost Reductions • Resource Management

• Leadership • Mentoring • SLA Achievement • Strategy Planning • Business Operations

• Process Optimization • Innovation • Azure • SaaS • PaaS • IaaS • DRaaS

• Client/Team Training • Cloud • VoIP • ViP • System Architecture • CCNA • CCDA • ITIL • Agile • ITSM • COBIT • ISO 27001 • HIPAA • PCI-DSS • NIST • Languages: English, German, Spanish

**EXPERIENCES AND ACHIEVEMENTS**

**Independent Contractor, Miami/Boca Raton, FL 8/2017 – today**

**IT Director**

Plan, manage and implement improvements to IT Infrastructure, organization, processes, procedures and standards at various organizations. Manage IT departments and communicate efficiently with project-, departmental- and group-leaders. Responsible for identifying, planning and integrating new technology solutions based on company benefit analysis. Supported companies like the largest beverage distribution company in the US, a large US non-profit and a global real estate development company.

* Reorganization of IT departments, including purchasing, financial- and HR-processes, improving communication and information exchange with IT departments.
* Enterprise-wide contract negotiation/management, optimization and implementation, based on customer requirements, RFP, SOW, ROI and market analysis.
* Implement ERP, SaaS, DRaaS applications like Yardi, UltiPro, Citrix, Azure and Office 365, through hybrid cloud integration, supply chain, contract and vendor management.
* Full GL and budget control, billing, invoicing, saving an average of $120k per year through contract negotiations, consolidation and streamlining. CapEx/OpEx analysis and improvements.
* Mentoring of IT employees, including problem-solving, listening, integration and guidance on business requirements and communications based on Myers-Briggs.
* Introduction of virtual PBX and Video-over-IP for external sites and mobile users.
* Introduction of cloud backup, hybrid data retention strategies/Business Continuation, legal support and end-user security.
* Introduction of Azure Blob storage and Azure Backup for cloud backup solutions.
* Implement Cisco ASA/ESA, Palo Alto or Barracuda access, e-mail and web security.
* Organize IT processes, ITSM, policies, workflows, SLA’s and assignments based on ITIL and COBIT.
* OneDrive integration, including user data backup, user data collaboration, data security through RMS and litigation hold.
* Create harmonized, efficient teams through mentoring and leadership.

**TUV Rheinland Group, Miami, FL 8/2005 – 08/2017**

**Global IT Director**

Plan, direct, and implement global solutions based on Agile; business analysis, business process evaluation; act as a special adviser to management at TUV’s international headquarters. Manage global, culturally diverse teams; identifying innovative solutions and implementation of action plans valued at $19M; averaging over 30% in savings through vendor negotiations and process improvement. Negotiate/implement IaaS, PaaS, SaaS solutions like Azure and Office 365 through hybrid cloud integration and AD federation. Plan, manage and implement the global transition from Lotus Notes to Exchange, SharePoint, SAP and Lync on over 16K workstations, improving application integration and employee workflows. Plan, oversee, document and direct the worldwide roll-out of Microsoft products; implement user training and standardize hardware and software. Plan and manage the consolidation of North/South American IT regions, including organizational restructuring, affecting 4,500 employees. Direct the consolidation of regional data centers into three global tier 4 sites, including necessary processes, technology and services based on ITIL and ISO 27001; structure IT spending, improve IT efficiency. Plan, manage, document and implement global change control improving communication. Support and document the implementation of customer extranet sites into SharePoint to improve customer retention and communication.

* Negotiate WAN, SIP and mobile agreements, saving 31%; global Microsoft Enterprise and Premier Agreements saving $6M and global data center contracts, saving 60%; negotiate multiple software and hardware support agreements, saving an average of 30%.
* Evaluate, streamline global process efficiency within the organization, resulting in a 40% reduction in processing times.
* Support and document the integration of Microsoft Project into SharePoint with 3rd party financial applications, increasing transparency, forecasting capabilities and efficiency through Tableau reporting.
* Spearhead the ISO 27001 certification of Global IT Services in the Americas.
* Migrate local Office accounts to Office 365 SaaS, including Outlook and Skype for business, implement hybrid Active Directory, private key management, collaboration through OneDrive for Business, minimizing storage requirements, while improving data security.
* Consolidate regional data centers into 3 global Tier 4 facilities, plan, purchase and implement all infrastructure, security, backup/fail-over features, establish operational, technical and strategic processes/standards; plan, guide and implement all organizational changes, hybrid cloud integration.

**Regional Chief Information Officer / IT Manager**

Improve IT operations and develop regional policies, using Gartner’s IT Maturity concept. Create the basis for future company growth by implementing redundant storage arrays and virtualization. Implement mobile device management and standardize mobile communication. Manage central IT departments for eight companies with 24 offices in Mexico, Canada, and the US; member of the global CIO board. Improve budget spending and oversight through process evaluation and restructuring. Establish an IT Advisory Board to improve the integration of IT into business operations; standardize hardware/software vendor contracts/utilization. Improve end-user and IT training. Roll out global knowledge- and regional resource management.

* Establish a centralized helpdesk for the US, Mexico, and Canada based on ITIL/ITSM.
* Migrate centralized SAP services and upgrade MySAP Business Suite.
* Standardize security infrastructure; introduce Cisco security devices and Unified Communications through VOIP/ViP.
* Implement VOIP, MPLS, WAN lines for data/voice integration improving data quality, while simultaneously lowering costs.
* Implement Citrix Access Gateways and Presentation Servers to secure remote access for travelers and external auditors through RSA token and certificate-based Identity and Access Management.

**Bertelsmann Arvato, Santa Clarita, CA 1/2000 – 4/2005**

**IT Manager**

Reporting directly to the CIO, managing the US-based Corporate Network Solutions group which includes 20 employees and four managers, responsible for four teams; supporting 1,200 workstations at nine facilities in two countries. Accountable for a $4M budget. Successfully create an IT support structure including web/applications, call-centers, central project management, operations, helpdesk and LAN/ WAN/server teams. Redesign the system architecture and standardize hardware/software to significantly improve network reliability; implement standard communication protocols and define support roles/responsibilities. Analyze/enhance network security and client access through VPN concentrators and firewalls. Utilize Cisco TACACS and switch port configuration to secure internal/external network access; establish centrally controlled Wi-Fi access security. Implement company-wide change control processes, security policies, disaster recovery strategies and backup procedures. Standardize hardware and software platforms to ensure efficient maintenance, minimizing IT response times. Control IT budgets/finances, enhancing cost transparency, and provide proper cost allocations. Integrate asset management and change control processes, remote control utilities, and KPI’s.

* Save $1.5M annually through the reevaluation and redesign of IT-procedures, processes, policies and strategies.
* Negotiate global contracts with vendors and contractors to further improve cost efficiency; implement SLA’s/KPI’s to measure vendor support quality.
* Create budget presentations and cost allocation methodologies for all management levels.
* Implement help-desk software to automatically assign, prioritize and track responsibilities for various support teams.
* Plan and build the Microsoft Logistics Center for the Xbox Production in Europe.

Additional experience gained as a Senior Project Manager with Bertelsmann; Sr. Global IT Consultant and as a Communications Engineer with Lufthansa.

**EDUCATION AND TRAINING**

**Bachelor:** Information Technology/Computer Science

**Associate:** Aviation and Aerospace Technology

G15 School for Engineering and Aircraft Technology, Hamburg, Germany

Cisco Certified Network Associate **•**  Cisco Certified Design Associate **•** Novell IntranetWare 3, 4 and 5 Administration **•** Troubleshooting 1-3 **•** Novell NetWare for SAA **•** AIX **•** NetView for AIX **•** Lotus Notes **•** Customer Service Seminar **•** Skill Evaluator **•** CAP IT Officer **•** Employee Mentoring and Guidance • Squadron Leadership School, ILERSBA

**PROFESSIONAL AFFILIATIONS**

**Member, Institute of Electrical and Electronics Engineers (IEEE),** since 2009

**Civil Air Patrol,** since 2009