**Rik Nelson**

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# Summary

Operations & IT Executive with 20+ years of professional experience leading cross-functional teams, developing innovative products, and deploying scalable technology solutions in support of digital transformation initiatives and customer needs.

# Experience

vp of it - North America, computershare; chicago, il — Nov 2015 - Current

Oversee the operational integrity of strategic roadmap initiatives that deliver across profitability targets, increases customers’ and investors’ net promoter scores, and upholds the highest quality standards of products and services. Manage geographically dispersed team of 70+ technology resources (6 directly) to deploy and support an ecosystem of products utilized by banks, loan servicing, healthcare, insurance, retail (Big 5), and telecommunications companies.

* Building high performance managers & teams to include the accountability for the IT Strategy, operational goals, resource capacity allocation strategy, audit strategy, engineering standards, ITIL execution, and day to day operating procedures
* Manage and negotiate vendor contracts for all technology platforms, licenses, and service level agreements
* Develop budgets, manage P&L, CAPEX, revenue & capacity forecasting, and prioritization of resources, projects, and initiatives which feed into interactive dashboards with KPI’s for SLAs and overall performance
* Oversee a portfolio of 100+ technology agile projects (Agile) from demand to adoption, to include design, platform infrastructure, software architecture, integration with ERP, Master Data Management, cloud utilization, and support
* Define and deploy a scalable Systems Support model and client issue escalation framework that involves root cause analysis of production incidents, containment solutions, corrective action plans, and client response
* With an extensive Six Sigma background, conduct iterative process reviews designed to measure efficiency, identify gaps, and re-engineer processes that produce a better outcome
* Accountable for ISO 9001, AT101, and SOC2 audit compliance across the SDLC, Infrastructure, and Cyber Security realm
* Design and deploy new products utilizing various technologies such as Microsoft MVC, Unix/Linux, relational databases, .NET, API/Web Services, Angular, Node, Docker, JavaScript, JSON, iOS, Android, and Python to evolve monolithic systems into scalable cloud platforms with a micro-services architecture

**Senior director of it, Drexel University; Philadelphia, pa — Mar 2014 – OCT 2015**

Translated vision into an IT Systems & infrastructure strategy, operational processes and staffing plan. Defined product roadmap, software engineering standards, predictive analytics strategy, cloud infrastructure framework, ERP selection, Salesforce implementations, and desktop support.

**Operations manager – architecture, cisco; san jose, CA — mar 2001 - 2014**

Re-engineered hundreds of processes (Six Sigma), applications (250+), and business service capabilities that drove the release of new products, efficiencies of onboarding new partner resellers, supply chain technology automation, manufacturing distribution & logistics evolution, the assimilation of technology during acquisitions, and the architectural design of enterprise infrastructure and ERP systems for Finance, Sales, Operations, Partner Management, Manufacturing, Procurement, and HR.

**Contract roles: ge capital | nortel | vmware | Computer sciences corporation — nov 1998 – 2001**

Several contract positions were held to consult C-Level Executives on technology solutions, define strategic approach, assemble teams, assimilate technology, and execute $25M or greater projects involving CRM (Salesforce), Master Data Management, JD Edwards implementations, Oracle integrations, SAP build outs, VMware virtual clusters, Cloud platform migrations, and Big Data initiatives in an ecosystem of 289 applications (Angular, Node.JS, C++, .NET, Java, Docker)

# Education

American Intercontinental University (AIU), Schaumburg, IL

* Master’s Information Technology – MIT (2006 – 2008)
* Bachelor’s Computer Science (2002 – 2006)

Certified in PROACT BOST Frameworks (2010); Trained: PMP (2011), ITIL (2014), and CISSP (2018)