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| **Rose Lackenmier** | Miami, FL 33145  rose.lackenmier@gmail.com ▪ 570.479.7543  [LinkedIn](Http://LinkedIn.com/in/rlackenmier) |

**Executive Director of Technology**

*15+ years’ success leading high-performance teams for world class organizations.*

Consistent success guiding IT operations, leading specialized teams, and strategic development. Dynamic and reliable leader able achieve goals, surpass expectation, and generate across the board wins. Talent for spearheading application rationalization and million-dollar development. Experience in product development, business development, and start-up company management. Able to excel in independent and collaboratively driven roles. Accomplished strategic consulting partner and corporate resource.

Highlights of Expertise

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| * Healthcare, Finance, Higher Ed, Tech Startups * Team Leadership and Development * Vendor & Supplier Relationship Management * Technology Strategy and Road-mapping * ERP, SaaS, PaaS, ASP | * 24x7 Production Environments * Automation and Process Optimization * Financial Processing and Reconciliation * On and Off Shore Team Collaboration * Agile and Waterfall Projects |

**Career Experience**

Effectus, Miami, FL

**Director of Technology** (11/2018 to Present)

As Director of Technology I am driving the transformation of our global teams for rapid growth and continuous integration of innovative technology and processes. Our organization provides support across all aspects of IT, develops enabling technologies for internal and external clients and for our BPO teams.

* Created the new product development strategy.
* Implemented policies for security, infrastructure, architecture, development, QA, business continuity and disaster recovery, and ITSM.
* Spearheaded a Technology Review Board to assess new technologies and opportunities.
* Initiated the drive towards automated QA and CI/CD.
* Provide executive IT consulting to clients around organization and technologies.

TMG Health, A Cognizant Company, Jessup, PA

**Director of Application Development** (09/2017 to 11/2018)

Oversee five on and offshore teams of 60-80 specialized tech professionals. Govern team development and support of Medicaid and Medicare lifecycle systems; enrollments, eligibility, provider portals, billing, and fulfillment. Design and implement enterprise and IT strategies. Define career paths for Application Development. Optimize teams across regional locations; focus operations on technical and functional areas. Manage matrix organization and team professional development.

* Guided career path development for 8 teams and over 150 people.
* Collaborated with Enterprise Architect Team; developed simplified Services Oriented Architecture and Enterprise Integration Pattern architecture plans for company service offerings.

**Director of Enterprise Data Warehouse & Information Management** (09/2016 to 09/2017)

Led reorganization of Enterprise Data Warehouse, Enterprise Services, Business Intelligence and Information management, and Business Systems Analyst teams. Applied leadership as Director of Business Application Services department. Oversaw internal and external development in Java, JBOSS, A-MQ, Green Plum, Gem fire XD, SQL, PostgreSQL, SSIS, SSRS, C#, .Net, and Red Hat products.

**Manager of Application Development** (04/2012 to 08/2016)

Oversaw 28 high-performing developers, analysts, and up to 15 consultants. Implemented service-oriented architecture, factored inefficient code, closed outdated capabilities, optimized operations on quality, and eliminated manual processes. Enforced strict Service Level Agreement compliance.

* Developed and recruited highly specialized team of over 28 developers and analysts alongside up to 15 consultants.
* Reclaimed over 1,200 hours of annual development for call center application; managed over 3M member calls.
* Reduced maintenance costs from over 60 percent to under 30% on average.
* Led project development team; project developed into organization’s standard and managed over 7M transactions in less than a year. Reduced manual work to 150 days.
* Spearheaded implementation of Red Hat EAP, BRMS, and A-MQ; standardized technology across diverse applications and created enterprise standard.

Hydro4GE, Inc, Scranton, PA

**Vice President of User Experience** (05/2009 to 04/2012)

Prospect, manage and support custom software development projects providing expertise in work flow processes and database design. Projects included an intellectual asset portal, a national lease quote calculator for medical equipment, a real estate management portal, and an auto and home warranty system.

* Defined the user experience (UX) for our commercial SaaS/PaaS for software developers.
* Developed and implemented the customer support desk via Zendesk, and all related processes and documentation including an online user guide and multiple tutorials.

*Related Experience:*

Sallie Mae, Wilkes-Barre, PA

**Senior Systems Analyst, Manager** (01/2006 to 05/2009)

Blue Cross of Northeastern Pennsylvania

**Programmer Analyst** (05/2004 to 12/2005)

Northrop Grumman I/T, Wilkes-Barre, PA

**Consultant - Business Systems Analyst** (02/2004 to 05/2004)

Keane/CyLogix, Inc., Moosic, PA

**Senior Consultant** (04/2000 to 11/2003)

Nabisco, Inc., Wilkes-Barre, PA

**Systems Developer** (01/1992 to 04/2000)

**Education & Credentials**

King’s College, Wilkes-Barre, PA

**BACHELOR OF SCIENCE IN COMPUTER INFORMATION SYSTEMS** – Magna Cum Laude

***Professional Development****:* Leadership Wilkes-Barre Class of 2006, Penn State Management Development Program