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**EXECUTIVE PROFILE: IT MANAGEMENT**

**Leading Organizations through Complex Initiatives, Customized Solutioning, Infrastructure Optimization, Information Management and Strategy to Shepherd Growth and Mitigate Risk in Dynamic Organizations**

**Influential, fungible leader with 20+ years of experience** serving global companies by effecting change and innovation in Information Technology, IT Operations, and Regulatory Compliance

**Proven ability to immediately assess and identify issues and work through problem solving aspects, providing positive revenue impact, efficiencies and mitigating risk.** Driving resultsusing Operations and Technical experience, innate ability to quickly assimilate and mastery of group dynamics.Core competencies include:

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| * Strategic Planning & Leadership * IT Infrastructure, Data, AppDev and SDLC * Hybrid Cloud Infrastructure (AWS/Azure) | * Resource Development/Team Building * Risk & Controls * Platform Conversions * Vendor Management /Contracts | * Data Management Strategy * Project Management (Agile, Waterfall, Hybrid)) * Information Security (NIST/ISO) * Business Continuity/Disaster Recovery |

**PROFESSIONAL EXPERIENCE:**

**The Bancorp Bank –** Wilmington, DE 2017 to 2019

*Publicly Traded Leader in Private Label Banking*

**Director – IT Infrastructure**

**Led IT organization under CIO with responsibility for Networks, Systems, End User Support and Enterprise Business Continuity/Disaster Recovery.** Created and implemented strategic plan for IT infrastructure to support internal and external services. Provided solutions using multiple platforms and solutions which solved immediate gaps in operational efficiency and regulatory compliance. Addressed long term strategic goals for enterprise through technology. Established culture of ownership and collaboration in a fractured group which had previously experienced significant personnel loss and expense management impact. Managed two data centers and migration to hybrid cloud infrastructure. Evaluated and initiated implementation of BC/DR platform to better manage effectiveness of testing and support of critical enterprise functions.

**Initiatives and Accomplishments:**

**Network/Telephony:**

* Established strategic road map transforming from existing MPLS backbone with a patchwork of older technologies for telephony and operations support to an integrated technology thus producing dramatic improvement in stability and bandwidth while reducing provider costs by 65%.
  + Replace MPLS with a direct fiber, layer 2 solution and SD-WAN implementation.
  + Replace end of life PBX with full Cisco CUCM and improved employee tools to increase UX, efficiency and ability to monitor.
  + Replace IVR with Cisco Contact Center allowing better support model for business lines and current technologies for customer authentication and anti-fraud measures.
  + Consolidated four collaboration tools to a single solution and updated equipment bank-wide resulting in lower cost of ownership and improved customer experience.
* Addressed gaps in information security and improved ratings for IT in regulatory examination
  + Updated bank firewalls improving performance in penetration testing.
  + Implemented firewall tools to evaluate rule effectiveness and redundancy. Reduced level of effort and value of rule audits performed by cyber security group.
  + Implemented necessary controls to successfully certify for PCI 3.2 including expansion of authentication and security of PCI environments.

**Systems Management:**

* Assessed and defined data center five-year plan. Plan included strategy to minimizing secondary data center and reduce cost utilizing newer backup and recovery technology solutions.
* Data center storage migration and the establishment of appropriate refresh schedules and server standards better aligned with increased use of cloud-based solutions for both AWS environments and SaaS hosted applications.
* Initiated and remediated issues with Commvault backup and recovery implementation. Reduced AWS S-3 costs for backup storage and associated costs by 89%.
* Completed conversions for on-prem SharePoint to SharePoint Online; Box.com solution for external sharing to secure OneDrive for Business implementation. Licensing cost savings recognized as result of conversions.

**End User Support (Help Desk/Desktop):**

* Championed and successfully rolled out ITSM Platform transformation to use right-sized technology. Added value to business areas by providing work flow tool where none previously existed. Established internal resources to support the enhancement and build out of the new platform.
* Authored and implemented end user hardware and software standards to reduce complexity in support of multiple operating systems and use of multiple software versions.
* Transitioned Windows OS for enterprise from Windows 7 to Windows 10. Moved deployment from DSM to SCCM. Developed PC Image which allowed reduced stress on FTE capacity to support unplanned resource on-boarding.

**NTT Data Inc. –** Plano, TX 2011 to 2017

*Top 10 global business and IT services provider, 100,000+ employees. 50+ countries.*

**NTT Data Consulting –Community of Practice (CoP) Leader / Client Lead**

**Leadership Role in CoP providing senior executive consulting, architecting solutions and authorship of engagement proposals for clients across Financial Services vertical. Established and managed multiple engagements across several consulting clients with revenue over $25M in engagement statements of work, providing superior added value through thought leadership and a commitment to the success of the client.** Owned engagement financials and staffing. Created teams with complimenting skillsets to ensure maximum value while avoiding redundant headcount. Managed both NTT Data and client risk establishing appropriate controls and ensuring compliance. Proactively managed relationships and appropriate communications to establish and maintain support for engagement direction. Highlights of engagements include:

**Platform and Tool Conversions**: Managed teams of project managers and technical staff supporting a top 4 US Bank in the conversions of platforms and line of business managed applications.

* Managed the reverse engineering of non-IT tools and the conversion of those tools to IT supported and controlled applications.
* Led group of project managers through engagements which we were brought in to fix existing projects through introduction of controls, processes and structured methodology.

**Master Data Management Implementation**: Worked with top 20 regional bank client to select and implement Master Data Management solution.

* Conducted analysis of current Customer Data Warehouse deficiencies in order to remediate CCAR deficiencies and other regulatory findings.
* Managed committee for review of several vendor solutions and execution proposals.
* Managed Phase 0 (Infrastructure) and Phase 1 (Client Domain) of the Implementation.

**Department of Justice (DOJ) and Office of Comptroller of Currency (OCC) Consent Order(s)**: Led team of project managers and technical resources to perform program wide reporting and analytics. Architected and implemented reporting and forensic analysis environment. Client used my team as primary partner in support of all initiatives from 2012 to 2017.

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| * Developed and implemented reporting and analytics workstreams * Engaged multiple lines of business to create base account population in current and retired application data stores * Architected solution for settlement data warehouse and account assignment of benefit | * Profiled and scrubbed data for loan/file review * Facilitated internal QA & QC and collaborated with internal Audit on review findings submission to Legal (Internal and External) or Regulators * Partnered with Legal and Client executives in Consent Order release |

**Exelon Power Team** – **Kennett Square, PA** 2008 to 2011

*Leading North American power marketer selling electricity to power servicers and the open market.*

**Product Manager Reporting and Analytics / Financial Transmission Rights (FTR) Analyst**

**Owned continuity and development of critical reporting tool.** Responsible for working with Energy Trade floor managers and back office operations for Visual Presentation Tool (VPT) application which broadly sourced time series data and enabled traders to make sound trading decisions. Managed and prioritized enhancement requests with oversight of IT resources that developed on a continuous release schedule. Responsible for application compliance to internal disaster recovery and Information Security standards and procedures. Modeled data for FTR auctions when FTR team lost critical FTE responsible for analysis.

**Citi Global Transaction Services** – **Wilmington, DE** 2007 to 2008

**IT Manager**

**Directed on-shore and off-shore technology support teams.** Owned operational support of Lockbox Technology working with Operations Management on production support of all levels of severity. Coordinated release content and schedule with technology resources. Release schedule included 20-30 distinct box and patch fixes per month. Developed extensive operational reporting for early detection of issues and worked with DBA’s to analyze trace logs and optimize existing queries for application support.

**JPMC Card Services** – **Wilmington, DE** 2006 to 2007

**Senior Systems Analyst (Contractor)**

**Led initiatives in “In-Sourcing” project for JPMC conversion from TSYS external card processing to internal processing on TSYS code base.** Owned several work streams including: Feature Manager application, Myriad bulk options tool replacement, Options Management System replacement. Also served as SME Options Management Process, creating pro-forma Options Management operational procedure guide and module level guides for Statements, Miscellaneous Processing and Totals Management System (TMS). Created several database tools including: Day 0 validation database tool for Options team validation activities and EURC reporting database for metrics and research in the Options process.

**Early Career** 1997 - 2006

Held progressively challenging positions in Operations, Management, and Strategies and Reporting, for **MBNA and Bank of America.** Highlights include:

* Modeling full underwriting guidelines of 2 different underwriting partners for use on in-house mortgage origination tool.
* Established population model for mortgage lead generation in CRM application
* SQL and SAS Development, Database Administrator for Mortgage M&A projects
* Top Performer in operational areas: Customer Assistance, Credit, Credit Line Increase, Fraud/Authorizations and Mortgage Origination

**EDUCATION**

**MBA**, **Concentration in Information Technology with Honors**, Goldey-Beacom College

**BA, Economics**, Virginia Polytechnic Institute and State University

**AFFILIATIONS**

**AFCOM – Association for Computer Operations Management**

**Virginia Tech Alumni Association – First State Chapter,** Wilmington, DE

**Virginia Tech Corps of Cadets Alumni Association,** Blacksburg, VA

**Highty – Tighty Alumni Board – Director,** Blacksburg, VA

**Knights of Columbus, Old Bohemia Council,** Middletown, DE

**Mensa International LTD**