**Simon Ruzicka**

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*Dynamic IT and operations leader seeking an opportunity that will capitalize on management and entrepreneurial experience. Adept at providing innovative, practical solutions. Extensive experience as a lead, participant, and administrator in all aspects of the development lifecycle and employing a variety of approaches to product, project, and data management. Experienced in the building of new teams, departments, and corporations.*

**PROFESSIONAL EXPERIENCE**

**Independent – Clearent, LLC Clayton, MO**

*Independently contracted to a credit card processing organization going through rapid transformation.*

**Consultant February 2018 - Present**

IT Program Manager, leading company’s transformational projects to migrate 10,000+ customers from one business and system to another, followed by building systems to open new revenue channels. Secondary objectives focused on instituting process, policy, and architectural changes across an Agile IT organization to organize departments.

Primary projects:

Development of necessary APIs, services, and operational processes to support partnerships with independent software vendors, projecting to double new-customer growth by 02/2019. Phase 1 IT-budget approximately 4 million across hardware, contractors, staff, and license costs. Project scope includes:

* Development of automated ordering, on-boarding, equipment, underwriting, and billing APIs to support rapid customer growth while being backwards compatible with existing systems and departmental processes.
* Optimized and expanded operations and customer-support tools.
* Creation of new containerized cloud infrastructure, migrating legacy on-prem services to new stack.
* Migration from an on-prem infrastructure to a wholly cloud architecture for new development.
* Creation and implementation of a new enterprise security model, supporting all new constructs.
* Construction of a partner-accessible reporting solution.
* Expanding architecture of existing billing services to support new lines of revenue.

Migration of 10,000+ credit card merchants acquired through a portfolio purchase onto company's payment platform. Project scope included:

* Reverse-engineering pricing across merchant migration population.
* Engineer services to support automated customer setup across payment platforms to support new business partnership.
* Identifying, triaging, and correcting incompatibilities between billing systems to maximize profitability while maintaining contract integrity.

Secondary projects:

Integrating Salesforce into AppDev services.

Evaluate and implement several COTS solutions.

Optimization of existing process, SDLC, and project management tools.

Implementation of the SAFe methodology, with an emphasis on improving inter-team productivity and planning.

Hosted bi-monthly Planning Increments, to ensure alignment across the business, Product, and IT.

Multiple TFS/VSTS/DevOps upgrades, migrations, and enhancements.

CICD implementation.

Manage audits conducted by external firms.

Conduct internal audits to validate integrity of customer contracts and profitability.

Technology stack across dev projects comprised of .Net, Java, Salesforce, Docker, Rancher, Mongo, Rabbit, Izenda, Ping Identity, DevOps/TFS/VSTS, Jenkins, Encapsula.

Assist with staffing, hiring, terminations, vendor selection, and contract negotiation as requested.

Project team size varies from 50-75+

**United Access St. Louis, MO**

*Second largest handicap-accessible vehicle dealership in the country, providing accessibility transportation products and services coast to coast.*

**Chief Information Officer July 2015 – January 2018**

Modernized a business by implementing and managing a host of best-in-class services, while reducing cost and positioning the corporation for flexibility. Tasked with positioning the organization for expected growth of 300% over four years by way of acquisition and organic growth. Created an internal IT and digital marketing group that has become cost-neutral solely through cost-reductions while expanding services.

* Replaced failing legacy VoIP system with an expanded VoIP / Unified Communications system, reducing costs-per-location by 45%
* Migrated from an existing Salesforce org to an optimized, industry-specific org, reducing CRM licensing costs by 51% while reducing point of sale transaction times by up to 84% in time trials
* Migrating services away from antiquated accounting systems, to a custom Salesforce-based integrated ERP and CRM
* ETL all sales, marketing, financial, and inventory data as part of ERP data migration
* Phased out existing email-marketing platforms, implementing a digital marketing service integrating digital marketing functions with the business’ websites and CRM
* Integrated VoIP, CRM, ERP, and digital marketing platforms, creating a closed-loop reporting system covering all major customer and business functions
* Replace existing on premise infrastructure with best-in-class, cloud-based solutions: Office 365, Cisco Meraki VMX, AWS, 8x8, Salesforce, etc.

**RE CONTRACTING INC. Fenton, MO**

*Independent family-operated electrical contracting firm focusing on multi-family commercial and service work in the greater St. Louis region.*

**President and Owner Sept 2009 - 2016**

Established and managed an electrical contracting corporation, generating revenue in excess of $4 million in most recent fiscal year.

* Develop and implement strategic business plan, empowering and maximizing managers’ ability to function with minimal oversight
* Manage organization in excess of 30 electricians, admin staff, and managers
* Work with managers to implement pre-fabrication program, reducing man-hours on applicable jobs by more than 20%

**CENTENE Clayton, MO**

*Fortune 250 multi-line healthcare enterprise focused primarily in managed care and specialty services.*

**Business Integration Manager December 2012 – July 2015**

Built and lead separate Product/Project Management, Bulk Data Management, and Analytics teams, supporting multiple IT and operational areas across the corporation.

* Design, operationalize, and evangelize a suite of analytics tools and reports that provide actionable data enabling business partners to improve quality and productivity
* Reengineer tools and processes for the bulk loading and management of data, increasing productivity in excess of 300%
* Provide direction, design, and prioritization of enterprise application development
* Maintain separate queue for internal application development
* Re-engineer existing processes while creating a work-order system for users to manage implementations, enabling users to track, report, and manage their workflow
* Lead Special-Projects team
* Manage the implementation of over 62 new managed care products' data

**Business Integration Analyst April 2012 – Dec 2012**

Lead teams of data analysts, project managers and business analysts in implementing a process that redefines health plan stand-ups from a provider data perspective. Primary business owner for internal development.

* Manage team of data analysts, business analysts, and project administrators
* Design and develop new operational tools for use by internal and external teams
* Set ETL operational procedures, best practices, and measures to mitigate risks

**LUMERIS Maryland Heights, MO**

*IT focused Medicare Advantage health plan, heavily emphasizing the incorporation of technology into healthcare, health plan operations, and medical management while providing commercial products to the general market*.

**Implementation Manager Dec 2011 – May 2012**

Created and executed an implementation process and plan, while providing education, issue resolution, and product expertise to customer.

* Completed company-first implementation of flagship enterprise-level healthcare/health plan analytics software
* Manage the integration of data services and interfaces into SaaS and IaaS products between client and vendor databases
* Create customer-facing product operations and service documentation
* Work with customers to design and implement customized solutions

**System Analyst Feb 2010 – Dec 2011**

Performed technical business analysis while managing projects of varying sizes in a software development environment. Led the conversion of development resources from a group of segregated maintenance personnel into a cohesive product development team.

* Design and support the in-house Facets based health plan corporate operations applications at all stages of the SDLC
* Design and document reports allowing healthcare providers and medical management to review and improve quality of care and performance
* Prioritize, plan, package, and execute on development iterations

**Product Manager June 2008 - Feb 2010**

Envisioned, evangelized, and executed implementation of products for healthcare informatics, electronic prescription, and EHR software. Product Lifecycle team lead throughout design and our Agile SDLC.

* Lead requirements gathering, design, creation of specifications, and product management for development of SaaS/IaaS cloud products.
* Prioritize, plan, package and execute development sprints/iterations/phases using Scrum, Agile, Waterfall and hybrid methodologies as necessary
* Ensure highly complex products are architected with enterprise level usage in mind, focusing on scalability, accessibility and ease of use

**INSTACLINIC Saint Louis, MO**

*Retail-health clinic start-up chain throughout the St. Louis Metropolitan region. No longer in business.*

**Operations Manager October 2006 - May 2008**

Provided senior management with financial reports and analysis, enabling them to make informed decisions. Support clinic operations.

* Maintain servers and oversee insurance claim processing.
* Manage internal projects, technology updates/upgrades, and new personnel training
* Partner with clinicians to create recommendations to enhance efficiency and effectiveness of process and software

**SKILLS**

**Techno-functional Expertise:** CRM, ERP, EMR, EHR, Salesforce, Pardot, Digital Marketing, HIPAA, EDI, ETL, SQL, SSRS, SSIS, APIs, Database Modeling, SEO, SEM,, SaaS, IaaS, Analytics, VoIP, Firewall, Networking, Helpdesk, Active Directory, Exchange, Office 365, AWS, Azure, HTML, XML, java, javascript, C++, .Net, TFS, VSTS, DevOps

**EDUCATION**

**LINDENWOOD UNIVERSITY May 2007**

*Bachelor of Arts in Business Administration*

* Emphasis in Management, Psychology