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| **William A. Retana**  **Jacksonville, FL 32224**  **Email: retana@comcast.net**  **Phone: 904-710-6969**  **Linkedin:** www.linkedin.com/in/williamretana | | | | **MBA, ASC, ITIL, ICP, CSM, ACP, CRM**  **Six Sigma Green Belt, Agile Certified**  **IT, IoT, SAFe, Software Architecture**  **Development, P&L, Cybersecurity**  **eCommerce, Bilingual, DR, Big Data** |
| **Executive Summary** | | | | |
| IT Executive with 20+ experience in shaping and directing cost-effective IT development operations in software start-ups, sports, mortgage, healthcare, aerospace, financial, insurance industries. Adept at crisis management and strategic problem-solving with the ability to work across all organizational levels to minimize company costs and produce new sources of revenue. A hands-on self-motivator, passionate about driving organizations towards excellence, bringing shareholder value and enterprise effectiveness by promoting change and improving processes. Proven areas of expertise and experience:   |  |  |  | | --- | --- | --- | | * IT Strategy Corporate Roadmap | * ERP, CRM, Software Development | * VoIP Setup & Communication | | * IT Security & Governance | * Scrum & SAFe Agile Methodologies | * Virtualization & Could Computing | | * IT Budgeting & Risk Analysis | * Network & Infrastructure Security | * Business Continuity & DR | | * Agile Transformation Experience | * Information Security Management | * Mobile First Response Design | | * Project & Program Management | * Enterprise Storage & Backup | * R&D & Full Development Lifecycle | | * EMR Healthcare Platforms | * Vendor Contracts Management | * IT Policies & Procedures | | * Guidewire Workflow / Admin | * Data Center Management | * SLA Management & Data Analytics | |  |  |  | | | | | |
| **EDUCATION** | | | | |
| **Scaled Professional Scrum master (SPS)** | | | **6/2019** | Scrum.org, Jacksonville – FL US |
| **IC Agile Certified Professional Scrum master (CSM SAFe)** | | | **5/2015** | IC Agile, Jacksonville – FL US |
| **Master in Business Administration (MBA) Leadership** | | | **5/2014** | Jacksonville University, Jacksonville – FL US |
| **Six Sigma Green Belt Certification (DMAIC/Lean)** | | | **2/2010** | Textron University, Fort Worth-TX US |
| **Associates in Science - Computer Science (ASC) 6/1988** Andrew College, Cuthbert-GA US | | | | |
| **WORK EXPERIENCE** | | | | |
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| **Director IT IS Application Development August 2018 – October 2019** | **Citizens Property Insurance Corporation**  Jacksonville, FL | | | |
| Dynamic Servant Leader bringing more than 20 years of extensive experience with strategy, JAVA product development, engineering, R&D and quality control providing value through an Agile Scaled Enterprise Rhythm portfolio (SAFe Agile, Kanban, Scrum).  **Digital Transformation:**   * Accountable for company Property Casualty 40 critical systems and 100 applications throughout the enterprise level. * Supported over 42,486 policy holders, 16,885 agents, 4,083 adjusters and 70,000+ users across the company. * Transformed company’s Guidewire v7 & upgraded to v9 platform with high availability, speed, and new features. * Led company’s new technology by providing strategic guidance to Information Technology Governance Committee. * Managed team of 55 IT staff Operations with 4 direct managers 51 indirect full-stack developers, architects, testers QA, DBA, operations, dev-ops, & engineers. * Partnered up with executive leaders throughout the company to drive vision, roadmap & influencing digital change. * Developed key relationships and influences through defined tools, standards, principles and governance, to ensure the delivery of a world-class consumer facing Guidewire v9 Policy & Billing Centers and 100 applications. * Provided architectural consulting expertise and direction to other senior leader across the enterprise on the function of the product development, IT governance, security (IAM), architecture, tools and standards. * Partnered Enterprise Rhythm architecture standards in OWASP,TDD, BDD, Swaggers, Jenkins, Actifio automation. * Developed next generation technical and managerial talent partnering with HR and local university pipeline. * Transform DevSecOps, Continuous Integration/Continuous Delivery (CI/CD) Jenkins, Maven, Cucumber, SonarQ. * Achieved business operational efficiency through optimization, SAFe agile Scrum, Kanban & workflow automation. * Provided hands-on leadership, talent development & support of mission critical systems. * Updated Guidewire claims system to handle legislative new changes for Assignment of Benefits (AOB) HB7065.   **William A. Retana 904-710-6969 Page 2**   * Led DBA ETL analytics team to modernize Data Lake with PowerBI for reporting and analytics. * Collaborated with SDLC/PDLC Governance & Architecture to approve new technology systems into our portfolio. * Managed vendor contracts, RFP, renewals, negotiation, relationships and procurement of new software/hardware. * Leveraging new and emerging technologies YAML, oAuth, SAML, and services, defining transformation initiatives. * Implemented Service Now Help Desk with new ITSM, CMDB, SAM, ITAM by transforming Help Desk, HR Workflows. * Collaborated large scale infrastructure AD, routers, PenTests, IIS, SaaS Servers, Cloud, VPN, Firewalls and Security. * Transformed Citizens local talent program with College 2 year rotational practicum/internship framework program. * Reviewed and managed 3rd party audits SSAE18 and PCI for compliance and remediation. * Collaborated in developing company first Tech Summit covering, Block Chain, AI, IoT, BI, Security, Machine Learning. * Integrated Salesforce with critical productivity applications using API’s & Lightning Web Components. * Managed all professional services, contracts and budgets for business need and IT prototype/experiments. * Achieved information architecture financial objectives by forecasting requirements; preparing an annual budget, CAPEX & scheduling expenditures; vendor management, analyzing variances; initiating corrective actions.   **Projects Skills & Knowledge:**  API, C#, Java/JEE, Guidewire, Gosu, Codenarc, React JS, RESTful, Perforce, JSON, AngularJS 5, Swaggers, VeraCode, ReadyAPI, Rally, HTML5, Python, Readme, Jenkins, Sonar Qube, oAuth, YAML, SAML, A&B Test, ANT, Checkstyle, Eclipse, Maven, Bootstrap, MS SQL 2017, SDLC, BDD, TDD, GIT Hub, JSHint, Aurora, Jitterbit, Mulesoft, PHP, Centerpoint, Javascript, Proxy, Apache Tomcat, Docker, Cloudwatch, Kubernetes, S3, Thunderhead, Alfresco, Ephesoft, Azure Cloud, AWS, S3, Multifactor Authentication, IAM, Microservices, ITSM, Splunk, BitBucket, LAMP, Salesforce, MongoDB, ServiceNow, SAFe Agile, IoT, Machine Learning, Drone Image, Cucumber, SqlSpy, Liferay, TrailHead, Rapid7, XML,SOAP. | | | | |
| **Sr. App Dev Digital IT Mgmt Consultant March 2018 – June 2018** | **Black Knight Financial Services**  Jacksonville, FL | | | |
| Provided leadership for IT strategic planning, implementation, and support as an integral component of business plan for Black Knight FS MSP loan mortgages and LoanSphere financial mortgage servicing. Engineered a turnaround of IT department's performance and service levels. Transformed IT into a strategic business partner. Managed and delivered multiple large scale projects on time and within budget. Responsible for budgeting, design and agile support technologies.  **Digital Transformation:**   * Provided thought leadership, expert advice and counsel for Agile Scrum Development and Enterprise Architecture. * Developed key relationships and influences through defined tools, standards, principles and governance, to ensure the delivery of a world-class consumer facing SaaS web & iOS/Android mobile applications working with iMobile3. * Managed agile team of 12+ in the US and BPO outsource offshore teams. * Managed and set enterprise DevOps architecture standards for the building of end-to-end solutions of Black Knight’s API platform with APIGee, TDD, Swaggers and continuous improvements and automations to enhance the durability, performance and maintainability of the platform. Used VeraCode for secure compliant software delivery. * Orchestrated DevOps, Continuous Integration / Continuous Delivery (CI/CD) Jenkins tools and practices. * Designed and implements company-wide policies for configuration, change, build, and release management. * Led a team of DevOps Architects, PM, PO, QA, BA, Developers and Engineers, ensuring on-time delivery. * Direct engagement with senior managements, business relationship managers and suppliers to understand the context of business and IT ambitions as it pertains to applications, DevOps tools, TDD, standards and guidelines. * Identified design deficiencies within the most complex IT solutions and lead the remediation to provide operational excellence of existing services. * Performed architectural reviews and support audits ensuring compliance to global standards and support Agile process to drive continuous improvement and releases. * Provided architectural oversight for technology projects and design reviews to ensure the consideration of technology reuse and successful introduction of new technology. * Conducted research on emerging infrastructure technologies and trends and make recommendations that increase cost effectiveness and infrastructure flexibility.   **Projects Skills & Knowledge:**  API, Java/JEE, RESTful, JSON, .NET, AngularJS 5, APIGee, VeraCode, ReadyAPI, InVision, HTML5, Python, Trello, Spring, Readme, Jenkins, SonarQube, oAuth, YAML, SAML, A&B Test, CSS, Checkstyle, Eclipse, Maven, Bootstrap, MS SQL 2017, SDLC, Rational Team Concert, TDD, GIT, JSHint, XMLSpy, Spark, Swagger files, PHP, Workday, Javascript, Proxy, SAML, Zena, Apache Tomcat, Docker, Google Visualizations, DB2, AWS, Jira, BitBucket, LAMP, SAFe Agile, SOAP. | | | | |
| **Sr. Director of IT / Head of Technology CTO**  **June 2015 – December 2017** | **Ladies Professional Golf Association (LPGA)**  Daytona Beach, FL | | | |
| Transformed the LPGA’s IT function by applying new technologies and driving innovation to significantly enhance the game experience for players, fans, live spectators, television audiences, sponsors, venues and the media while improving  **William A. Retana 904-710-6969 Page 3**  IT productivity and reducing costs through optimized agile transformation across 5 global sites with 30+ direct/indirect reports. Hired, trained and coached the IT business unit teams under a clear set of values for overall success of projects.  Oversaw all IT operations and ecommerce B2B and B2C Shopify functions including mobile Application Development, AI, Business Analytics, UI Design, UX Experience, Cybersecurity, Machine Learning design, Infrastructure, Product  Management, Vendor Relationships, Data Center, R&D and Disaster Recovery planning. Managed team of architects, developers, UI/UX designers, business analysts, infrastructure, network engineers, Help Desk, R&D.  Initiated and inked partnership agreements with key technology partners to prototype, prove and implement innovative application of streaming, IoT and biometric technologies. Consolidated/upgraded servers to COLO and AWS Big data Elastic Cloud environments and established consistent hardware/software standards throughout the company.  **ITWorld Article:** https://www.itworld.com/article/3176723/cio-role/cio-quick-takes-whats-your-strategic-focus.html?page=2  **CIO Executive Advisory Council Member:** https://www.premiercio.com/conferences/2016/orlando/ac  **Digital Transformation:**   * Collaborated with Executive team to drive company technical vision, scaled strategic SaaS technology roadmap. * Established IT Steering committee with all departments providing business alignment and accountability. * Championed agile cultural change with plans and techniques for advancing the organization's agile transformation. * Developed strategy, tracked, and controlled budget overview of CAPEX and P&L expenses for the organization. * Led digital transformation PaaS, ETL Big Data to AWS S3 ElasticCache SAP HANA Cloud Data Lake, Docker, Linux, Hadoop FW for AI and IoT, Google Analytics via Tableau BI. Managed 2 core dev/ops teams via Sococo in the US 30+ direct/indirect reports staff and outsourced team nearshore. * Spearheaded strategic agile Release Planning and tactical Iteration Planning sessions for on-time delivery. * Established SCRUM / SAFe Agile methodologies and standards for dev team in Web and Mobile applications. * Collaborated with the Golf Channel production team to deliver player statistical data via REST API feeds thru APIgee. * Designed Azure, .NET, C#, SQL, SAP ERP, OOP patterns & managed project deliverables and milestones on time. * Strong track record in leading strategic product in MS Stack, UI/UX design wire framing with UXPin and Balsamic. * Orchestrated agile best practices such as time-boxing, continuous integration, code/design reviews, transparency, accountability, product visioning, and technical debt reduction thus resulting in team velocity improvement of 95%. Established SMART goals and objectives to achieve KPI’s by leading, monitoring, developing and training the talent. * Developed RFPs & SWOT and conducted all necessary meetings to facilitate selection of full lifecycle projects. * Conducted company Security Penetration testing, analysis, CIA due diligence, audits and establish new guidelines. * Spearheaded risk assessment & Cyber Liability Insurance project, annual corporate compliance PCI certification. * Partnered with NEC for Biometrics RFID project budget $5M at golf tournament security, hospitality and ticketing. * Compliance Management of with Dell SecureWorks PCI, PII, FRCP, DSS cross-functionally with corporate legal. * Initiated company SAS70 Type II Compliant server certification, upgraded to SSAE 16 Regulatory SOX Compliance. * Developed and enhanced flagship core company Tournament Management System by channeling new technologies. * Decreased Content time-to-market 75% by Service Oriented Architecture (SOA) wrappers around legacy IT. * Led department cross-functional project teams, goals, & budgets; identified resources needed for business strategies. * Provided dashboards to track Salesforce pipeline/stages for management visibility, via integrating Outlook contacts. * Managed degree of accuracy software via QA/UAT, using Test Studio, TDD, smoke tests, developer code reviews. * Delivered data, statistical content, and OTT video streaming via Sitecore for prod site along CDNs such as Fastly. * Conducted daily stand-ups in two-week Iterations, facilitated sprint reviews, retrospectives, and sprint planning. * Implemented & improved IT policies, standards & procedures and assured compliance by systems and users. * Managed iOS & Android apps, Active Directory, routers, Exchange, IIS, Servers, VPN, VOIP, Firewalls and Security. * Managed multiple large-scale e-commerce on-time delivery of products using Shopify, Wordpress and DNN. * Negotiated all vendor contract licensing negotiations and service level agreements. Working on CISA & CISSP. * Developed strategies for Salesforce mitigation, planning and maintained technical and project documentation.   **Projects Skills & Knowledge:**  Windows, Bootstrap, COTS, O365, SAP HANA, CRM Salesforce, Lamp, Test Studio, T-SQL, JavaScript, Java, MS Azure, SharePoint SQL Server 2008-2017, HTML5, UML, C#, Angular, ASP.NET MS stack, Magento, WCF, Adobe Creative Suite, SDLC, RedGate SQL, SSRS, SSIS, PHP, Linux, Cloudwatch, Virtualization, CloudFront, CSS3, Balsamic, JQuery, CD, AWS, VoIP, Asana, IIS, MVC, Agile, Python, Sococo, Disaster Recovery, Amazon S3, SIP Trunk, Visio, Slack, Web Services, API, RESTful, XML, SQL, ReadyAPI, COLO, Wordpress, Sitecore, Team Foundation Server, MySQL, VMWare, CI, MongoDB, Business Objects, Microservices, FTP, TCP, Tableau, PCI, SOX, PII, FRCP, Data Cubes Model, IoT, Exchange, Big Data, Apigee, Machine Learning, SAFe, UXPin, G-Suite, Docker, Shopify, Hadoop, Swaggers, Mulesoft, React JS, A & B Testing, Aurora, S3, Active Directory, Arccos Golf, CloudCache, BPO, COBIT & NIST Cybersecurity. | | | | |
| **Director of IT & Software Engineering**  **July 2007 - May 2015** | **SkyBOOKS Inc. - Bell Helicopter a Textron Company**  Jacksonville, FL | | | |
| **Digital Transformation:**  Strategic technology leader, strengthening corporate software development, web & mobile presence and solidifying company position as preferred solutions provider in aerospace SaaS startup product line. Developed company software flagship product for rotary and fixed wing aircraft and was a key member of the acquisitions and merger team for the  **William A. Retana 904-710-6969 Page 4**  company acquisition and merger to Bell Helicopter. Managed sites, vendor management, designed, implemented and delivered IT and requirements in the following: (Disaster Recovery, Cybersecurity, FAR, Product Dev/Management) :  **Digital Transformation:**  •         Collaborated with XWORX R&D RPA projects for robotics lab production, automation processing at Bell Helicopter.  •         Managed iOS, Android apps, Telephony, Active Directory, Exchange, switches, IIS, Windows Servers, and Security.  •         Functional and technical leader of 60+ direct/indirect employees in the US and offshore for rapid Agile development.  •         Lead architecture of the Aircraft SaaS software development & OOP pattern design for data analytics with Qlik.  •         Developed company flagship agile website & mobile first software UI/UX experience using Balsamic for wire framing.  •         Created standards and operation procedures for Architecture and Agile Software Development Lifecycle (SDLC).  •         Merger & Acquisitions, IT Policies and Procedures, Projects and Implementations and SAP integration to systems.  •      Led DBA on MS SQL 2008 R2,Linux, MongoDB, analytics, data cubes with SQL data tables via API on MS Stack.  •      Promoted to Director of IT & Software Engineering for the successful acquisition & managed Sharepoint Workflow.   * Designed QlikView analytics reporting dashboard platform for business intelligence data warehouse. * Implemented IT Future State Ecosystem with TOGAF framework using Enterprise Architect tools for SaaS apps. * Managed Salesforce CRM Configuration and administration of Sugar CRM Modules enterprise edition. * Reduced the development lifecycle 25% by implementing of Six Sigma DMAIC, motivating and training employees, upgrading tools and technologies, budget $70 Million, improving project management, and instilling accountability. * Developed Intranet via SCRUM/Agile using TFS, ASP.net, C#, JavaScript, EF, VS .NET, SQL Server, MVC, CSS3. * Collaborated with Bell Helicopter Quality Systems for ISO 9001:2008 certification, ITIL3, ITAR, & COBIT Framework.   **Projects Skills & Knowledge:**  Xamarin iOS & Android, Confluence, DNS, Qlik, SOAP, Shopify, Magento, XML, JIRA, BPO,Slack, Entity Framework, VOIP.  **Applications Development Manager HCA Healthcare**  **July 2003 - June 2007** Orange Park, FL | | | | |
| **Achievements:**   * Developed Intranet using ASP, VBScript, Visual Studio, .NET, SQL Server and Store Procedures. The web app Employee Directory, Calendar, Document Repository, Newsletter, Polls, HIPAA and HITrust compliant. * Worked and supported HCA EMR Meditech system for HL7 patient’s records with a budget $100 Million. * Managed day-to-day web operations, Telemedicine, web department, projects, milestones and databases. * Implemented Sugar CRM, added modules, customized CRM to customer specifications. * Developed web based software to show insurance claims processed by age tied to the Medicare Part A & B. * Managed and developed the companies secondary Web Security Application. This application was developed for healthcare using Classic ASP, HTML, CSS, SQL Server 2000, Store Proc, Visual Studio, RC4 Encryption. * Programmed HIPPA and SOX compliant large-scale projects to automate and control credit balance volumes for five departments. ASP, SQL Server, Store Procedures, Views, Clear Access, Cognos, DB2, Lawson, EDI, Patient accounting, Supply chain, JD Edwards, Business Objects, Javascript, CSS, HTML, VBScript and XML. * Combined 10 years of Healthcare experience with BCBS of FL, Prudential Healthcare & Aetna US Healthcare. | | | | |
| **PROFESSIONAL TRAINING / CERTIFICATES** | | | | |
| ASP.NET Certification C# | | Six Sigma Green Belt Certification (DMAIC Discipline) | | |
| Certification VB Programming | | Textron Business Leadership Training | | |
| ITIL v2.0 & v3.0, LEAD365, Mgmt 3.0 | | Crestcom International – Certified Leadership Management | | |
| **TECHNICAL SKILLS KNOWLEDGE** | | | | |

* **Databases:** SQL Server 2012-2017, SAP HANA data modeling Erwin and relational databases.
* **Messaging Solutions:** VOIP, Exchange, Open Source, MS Skype Business, PhishMe, Mimecast
* **Project Development Lifecycle:** Agile, Scrum and Waterfall methodologies**,** Emory UE-Courseware LMS Project,

EMR Prudential Medical Claims Analysis Project, EMR BCBSFL Virtual Office, EMR HCA Claims AR Software

Medicare Part A & B.

* **Tools:** Project/Visio 2013, Enterprise Architect, TFS, Git, Bitbucket, AWS, S3, Elastic Cloud Compute & Block.
* **Software:** MS Office (Word, Excel, Access, PowerPoint), Silverlight, Angular, Visual Studio, Blackbaud.
* **CMS & Testing:** SiteCore, DNN, CRM, Test Driven Development, Regression Testing and User Acceptance Test.
* **Project Management:** Microsoft Project 2013 **-** Six Sigma Green Belt Certified DMAIC.
* **Web Based Tools:** C#, VB, JavaScript, SQL Server, Visual Studio 2008/2016, ASP.NET, Source Vault, JQuery and JSON.
* **Security Compliance and Other Skills:** Telemedicine, SOX, PII, PCI, FRCP, HIPPA, Fluent in English and Spanish.