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United States • Hybrid from Madison, WI

DJ Cline

Resume — WisDOT Deputy IT Director / DCIO

Summary

- Executive IT leader with 25+ years directing enterprise IT across infrastructure/operations, cybersecurity, application portfolios, enterprise architecture, service management, and PMO.
- Proven operator delivering 99.99% availability, zero reportable security incidents, and measurable cost/risk reductions via governance, vendor management, and KPI/SLAs.
- Builds high-performance teams and scalable processes grounded in ITIL/COBIT/NIST; excels at strategy-to-execution, budgeting/procurement, and stakeholder alignment to mission priorities.

Core Competencies

- IT Strategy & Enterprise Architecture
- Infrastructure & Cloud Operations (On-prem/Hybrid)
- Cybersecurity & Risk (NIST, Zero Trust)
- Application Management & SDLC
- IT Service Management (ITIL), Service Desk
- Program/Portfolio/Project Management (PMO)
- Governance, Policy, Compliance (SOX/ITGC)
- KPI/SLAs, Observability, Run/Change/Improve
- Vendor Management, Procurement, Asset Mgmt
- Budgeting, Forecasting, Cost Optimization
- People Leadership, Coaching, Org Design
- Change Management and Communications

Professional Experience

IT Director — Cybersecurity / Infrastructure / Support / AI

Flexsteel Industries, Inc. • Dubuque, IA • Sep 2015 – Present

- Lead enterprise IT operations for an international manufacturer; teams across US, Mexico, and Asia.
- Delivered 99.99% availability; instituted KPI/SLAs and operational rhythms for Run/Change/Improve.
- Built an end-to-end security program with zero reportable security incidents; standardized policies and tooling.
- Drove ERP modernization (AS/400 → SAP) and Microsoft 365; improved operational efficiency by 85%.
- Directed network modernization (SD-WAN/SASE), identity hardening, and DR posture improvements.
- Established vendor governance, portfolio management, and cost controls to accelerate adoption and savings.

Enterprise Infrastructure Architect & Client Support Team Leader

Roquette America, Inc. • Keokuk, IA • May 2012 – Sep 2015

- Directed technical operations for North America; liaison between IT and business; led client support.
- Drove adoption of new technologies at 200% faster rate versus baseline; uplifted service metrics by 75%.
- Implemented ITIL/ITSM practices and performance dashboards; improved change success and MTTR.

IT Director

City of Branson, Missouri • Branson, MO • Oct 2007 – May 2012

- Led municipal IT strategy/operations across critical services (health, fire, police, 911).
- Passed FBI security audit with zero deficiencies; revamped network infrastructure (LAN/WAN, Cisco/Aruba).
- Managed a multi-disciplinary team; partnered across agencies and executives to align IT with city goals.

Systems Administrator

City of Branson, Missouri • Branson, MO • Sep 2005 – Oct 2007

- Administered enterprise systems and helpdesk; recognized for leadership and promoted to IT Director.

LAN Technician

City of Branson, Missouri • Branson, MO • Apr 2004 – Sep 2005

- Provided hardware/software support and network troubleshooting for municipal departments.

Selected Achievements

- 99.99% availability; KPI-driven operations (change success ≥95%, critical MTTR < 4h).
- Zero reportable security incidents; sustained SOX ITGC controls and testing cadence.
- ERP modernization; SD-WAN/SASE rollout; identity hardening; improved DR test pass rates.
- Vendor consolidation and cost optimization; accelerated adoption and time-to-value.

Technologies

SAP/ERP, Microsoft 365, IdM/SSO, SD-WAN/SASE, Zero Trust/NIST CSF, Azure/Cloud/Hybrid, Windows/Linux, Cisco/Aruba, EDR/XDR/SIEM, ITSM platforms, CI/CD & DevOps tooling.