

H. Howard Pincham

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Summary	Capable information technology professional with over 25 years' experience in technical leadership, computer systems management, security, troubleshooting, implementation and training. Competent business manager who has successfully solved problems and led efforts to exploit advanced technology to apply in various IT disciplines. Citizen of the United States of America.
Skills	<i>Specialties: Software – Microsoft Azure, SQL Server, Microsoft 365, Windows, Windows Server Business Management – LLM Prompt Engineering, Executive Leadership, Cloud Infrastructure Management, Information Technology Security Operations, Policy and Compliance Management, Business Process Improvement and Analysis</i>
Experience	<p><i>Director of Information Technology Infrastructure and Operations – I Am Boundless, Inc. 10/2023 to present</i> <i>Lead the effort to merge the IT infrastructure and operations people, processes and technologies of Boundless as it acquired Koinonia and became a 3000-user organization</i></p> <p><i>Chief Information Officer – Koinonia Homes, Inc. 8/2019 to 10/2023:</i> <i>Lead the effort required to craft and maintain the technical vision for the organization. Oversee the work required to maintain IT support, system engineering, information security and solution development for a 500-person user base.</i></p> <ul style="list-style-type: none"><i>Devised and led the removal of rigid, premise-based computer and network infrastructures with a secure, Internet-based infrastructure that allowed hybrid work and collaboration from anywhere in the world.</i><i>Facilitated the conversion of the process and systems used to perform Human Resources and Payroll Operations. Achieved tighter integration of system modules and exposed information that increased the effectiveness of decision makers, employees and their supervisors.</i><i>Achieved notoriety as one of 23 recognized by Crain's Cleveland Notable Executives in Technology in 2022.</i> <p><i>Enterprise Solutions Architect – The Centers for Families and Children/Circle Heath Services 1/2015 to 8/2019:</i> <i>Lead the effort of aligning the organization's business needs with technology and supporting capabilities. Maintain a solution catalog of over 100 applications and other technology that use common interfaces and security standards. Lead the planning and administration of IT infrastructure at 22 sites, connected to 6000 network nodes and used by 800 end users.</i></p> <ul style="list-style-type: none"><i>Designed and implemented the migration of 800 phone stations on seven different private branch exchange (PBX) and carrier systems to a single voice-over Internet Protocol (VOIP) system</i><i>Led the planning and migration of 680 end-users from a premise-based Active Directory installation to Office 365. This migration included moving Microsoft Exchange mailboxes to Exchange Online and activating federated identity services using Azure Active Directory.</i><i>Design and implemented the installation of an electronic document management software to support key document-driven business processes.</i> <p><i>Senior Database Administrator – Hyland Software Global Cloud Services 8/2012 – 1/2015:</i> <i>Administer 500+ databases on 20 production database servers. Lead the design and implementation of database engineering projects.</i></p> <ul style="list-style-type: none"><i>Designed and implemented a new database server "Pod" configuration that exceeded recovery time and recovery point and corporate budget objectives. Implemented the conversion of legacy platforms to the new configuration. Twelve database servers were deployed and over 100 user databases were migrated within time and budget requirements.</i><i>Led the planning and implementation of a critical application and database migration project that moved an entire business segment (over 1000 users and 10TB of data) to a new datacenter.</i>

Team Leader, Infrastructure Engineering and Administration – Hyland Software OnBase OnLine 6/2011 – 8/2012:

Lead the design, implementation and management of the computing and storage infrastructure used to deliver OnBase OnLine, a premium software-as-a-service based enterprise content management solution.

- *Led six infrastructure engineers who were responsible for desktop, server, database and storage technologies in 9 datacenters in the US and overseas locations.*
- *Achieved 10% cost savings by relocating 20 TB of database backups from high-speed SAN storage to fileservers using commodity storage. The design reduced the cost and complexity of storage deployment while maintaining flexibility and availability for the data.*
- *Led the successful consolidation of application, network, storage and database technologies in a collocated datacenter space to support company merger and acquisition goals.*
- *Achieved notoriety with peer managers in the department for developing and delivering a top-rated IT Security presentation given to users at multiple company technology conferences. The presentation prescribed best practices for securing OnBase software components and their underlying infrastructure.*

Education	Graduate level Computer Science studies, Cleveland State University, 1990. Bachelor of Science in Business Administration, Youngstown State University, 1987.
Licenses	Microsoft Certified Solutions Expert (MCSE): Cloud Platform and Infrastructure Certified Information Systems Security Professional (CISSP) Certified Document Imaging Architect (CDIA) AIIM Enterprise Content Management Practitioner (ECMP) Class A Commercial Truck and Tractor Driver's License (CDL) holder
Affiliations	Ohio North SQL Server User Group The International Information System Security Certification Consortium (ISC) Cleveland Chapter Northern Ohio InfraGard Members Alliance BDPA Cleveland Chapter Member
Internet	LinkedIn: https://www.linkedin.com/in/howardpincham Twitter: https://twitter.com/HowardPincham GitHub: https://github.com/hpincham