Jason Marquette

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Director of Operations

Dynamic and result-driven leader with extensive experience of strategic leadership in operations, excel in optimizing processes, leading cross-functional teams, and driving corporate strategy to exceed organizational goals.

Skilled in analyzing complex data to identify opportunities for process improvement and cost optimization. Exceptional communication skills with talent for building strong relationships with stakeholders at all levels. Proactive problem-solver with keen eye for spotting operational inefficiencies and implementing innovative solutions. Strong ability to leverage technology and automation tools to streamline operations and enhance productivity.

Areas of Expertise

- Project Management
- Technology Infrastructure Management
- Stakeholder Relations
- Process Optimization
- Business Development
- Contract & Compliance Management
- Cross-functional Team Leadership
- Strategic Planning
- Operational Oversight

Professional Experience

Health Safety Institute, Houston, TX   **Dec 2019 – May 2024**
Director of Operations

Lead and Mentor cross-functional teams, managing cooperative tasks, skill integration, and fluid communication, culminating in on-time completion of projects. Develop performance metrics for thorough workforce monitoring and assessment to enable valuable feedback, operational streamlining, and fiscal alignment. Present regular operational reports to senior management, outlining key metrics, achievements, and recommendations for further enhancement. Conduct in-depth evaluations of all sales contracts, reseller agreements, Requests for Information (RFIs), and Requests for Proposals (RFPs).

- Oversaw sustainable and adaptable evolution of organization's technology infrastructure to meet current and future needs.
- Worked cross-department with product group to ensure gaps in Learning Management Systems were addressed and prioritized.
- Led an initiative to migrate outdated physical render machines to virtual machines, achieving significant cost savings through per-machine licensing reductions of 33%.
- Supervised the seamless data migration from legacy file servers to Azure, enhancing storage efficiency and reliability.
- Led project managers to systematically decrease contractor dependencies utilizing FTE utilization metrics.

Martech Media (acquired by Health Safety Institute), Houston, TX   **Aug 2013 - Dec 2019**
Director of Operations

Engineered and managed platform transition for extensive product library and ensured technological advancement and competitive edge. Instituted Agile project lifecycle methodology and enhanced delivery times and project quality. Directed workforce management, including performance goal setting, evaluation, hiring, and disciplinary actions, ensuring alignment with company objectives.

- Implemented a custom SaaS solution to facilitate B2B services for our company.
- Created off-site cloud storage backups using AWS S3 Glacier for secure, long-term data storage.
- Architected custom tool set, resulting in 25% reduction in headcount to optimize production processes.
- Scaled operational processes to support 10% growth in company size, demonstrating adaptability and strategic planning.

Allianz Life, Minneapolis, MN   **May 2012 - Aug 2013**
Senior Solution Engineer Specialist

Crafted tailored solutions matching clients' unique needs and preferences. Directed global technical resources, encompassing both Application Maintenance and Application Development, to ensure seamless operations and system reliability. Oversaw end-to-end build processes in project management and technical leadership. Mentored and coached junior team members on solution engineering best practices.

- Successfully led technical team in execution of Accenture Life Insurance Platform, reinforcing Allianz Life's commitment to innovative and efficient insurance solutions.
- Fostered collaborative environment across global teams, optimizing resource allocation and project timelines for maximum productivity.

BestBuy Corporate, Minneapolis, MN   **Dec 2011 - May 2012**
Senior Manager, Enterprise Architecture

Implemented and championed integration architecture best practices within diverse organizations and roles. Analyzed business objectives, technology advancements, and market competition and created and curated IT strategies, principles, practices, and roadmaps, guiding technological direction and innovation.

- Spearheaded development of company-wide Service-Oriented Architecture, resulting in enhanced system flexibility and reduced integration costs.
- Developed and standardized reference architectures, ensuring best practices across enterprise deployments and facilitating smoother system upgrades.
- Provided architectural leadership, promoting principles to drive integration and operational excellence within organization.

Additional Experience

Senior Solution Engineer, Application Services, Allianz Life, Minneapolis, MN

Lead, Technology Solution Infrastructure, FICO, Minneapolis, MN

Consultant, Accenture, Minneapolis MN

Education

Bachelor of Science in Management Information Systems
North Dakota State University, Fargo, ND
Bachelor of Business Administration in Financial Management
University of North Dakota, Grand Forks, ND

Technical Proficiencies

Python, C#, PHP, SQL, XML/HTML, Perl, Bash, TCP/IP, MySQL, Oracle, Microsoft SQL Server, Message Queuing (MQ), AWS, Linux, Windows server, UNIX, VMWare Virtualization technology