

# Jeffrey Thomas

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## Professional Experience

[ Jan. 2019 - June 2020 ] Northwest Missouri State University  
**Assistant Vice President of Information Technology**

Responsible for leading the university's Office of Information Technology including Enterprise Applications, Technology Services and Infrastructure. I was Hired to bring transformational change to Northwest Missouri State.

Major accomplishments include:

- Led an ERP decision and RFP team for a move to the Oracle Cloud.
- Designed the CISO role for the university to focus on implementing cybersecurity frameworks, Identity and Access Management and drafting a new disaster recovery plan.
- Primary university contact for vendors and implementations.
- Formed Data Governance and Privacy Team for consistent process.
- Introduced Enterprise Architecture concepts to Northwest and utilizing collaborative tools to organize and display system, data and process artifacts.
- Implemented ITIL processes including customer service, change management and knowledge management.
- Utilized 20 years of experience to build the base toward Digital Transformation through automation and focusing on the customer experience, data transparency and integrating technologies.

[ Nov. 2017 – Jan. 2019 ] Henderson State University  
**ERP Implementation Project Manager/Dir. of Enterprise Applications**

Primarily responsible for leading the university's ERP implementation. Reported to the Chief Information Officer with responsibility for all IT project management and most enterprise applications.

Major accomplishments include:

- Primary university contact with ERP vendor and coordinated weekly updates, trainings and product demos.
- Led weekly project team meetings consisting of directors, assistant and associate provost and VPs.
- Initiated creation of project charter to help focus university stakeholders and clarify project scope and success.
- Designed interactive ERP project team Web site to display and chart custom detailed schedule, overall status, sub-projects, open issues, gap analysis and global issues.
- Coordinated first-ever university-wide business process redesign.

## Key Skills

### *Framework Implementation*

- ITIL: Change Management, IT Service Desk, Knowledge Management, etc.
- Enterprise Architecture: Integration, documentation, visualization and the communication of processes
- Cybersecurity: Created CISO position, NIST and CIS controls

### *Project Management*

Waterfall, Agile, Kaizen, MS Project

### *Document Management*

DocuSign, SharePoint, Dynamic Forms

### *Enterprise/ERP Software*

Ellucian Banner, Jenzabar PX/EX/JICS portal management, document imaging- (ApplicationXtender, WebXtender), FreshService (IT service desk)

### *Learning Management*

Blackboard, custom LMS solutions

### *Servers*

Windows Server 2003-2016, SQL Server 2008-2016, IIS 6, IIS 8, IIS 10

### *Databases*

MySQL, SQL Server 2008/2012/2016, SQL Server Management Studio

### *Programming*

ASP, VB Script, Visual Basic, ASP.NET, SQL, JavaScript, HTML, CSS, PHP

### *CMS/Web/Teleconferencing*

Drupal, WordPress, Cascade, graphic design, WebEx, MS Teams, Zoom, Skype

**[ Jan. 2000 – June 2017 ]**      Kent State University Student Financial Aid  
**Computer Technology Coordinator**

Reported to the Director of the Student Financial Aid with responsibility for all Web application, security and server functions as well as Document Imaging. Extensive project management and process re-design to help supervisors better manage work processes and increase efficiency.

Major accomplishments include:

- Managed several complex projects including a custom LMS for Kent State's One Stop, a client services ticketing system and one of the most detailed scholarship search programs in the country.
- Brought together administrative and Banner systems staff and designed a new system for processing summer financial aid combining Banner and data collected from online student apps.
- Designed and implemented plan for effective and secure transition to document imaging accessed from Banner INB.
- Took lead role in drafting office security action plan for paper files, network and Web.
- Oversaw all Web master and server responsibilities for both public facing Web pages and staff access Intranet utilizing custom Web design as well as content management systems.

**[ May 1999 – Jan 2000 ]**      Kent State University Student Financial Aid  
**Systems Specialist**

Part of a team which provided development and maintenance of all Student Financial Aid Automated Systems.

Major accomplishments include:

- Analyzed Student Financial Aid requirements and designed, implemented and maintained secure information databases.
- Assessed requirements and wrote FOCUS routines to extract information from the FAM/SIS (mainframe) databases.
- Interim LAN Admin utilizing Novell NetWare and Windows NT.

## Education

[ August 2003 ]    Kent State University      Kent, Ohio  
M.B.A. Finance

[ December 1999 ] Kent State University      Kent, Ohio  
B.B.A. Computer Information Systems - Cum Laude

## Certifications

- ITIL Foundation V3, 2017
- Professional Scrum Master I (PSM I)

## Qualifications

- Digital Transformation leadership via:
  - Focusing on the customer (employees also)
  - Data transparency
  - Integrating technologies
- Evangelist for Enterprise Architecture for the ultimate IT-business alliance
- Good mix of Agile/innovation and frameworks/best practices
- Experience overseeing organization-wide implementation teams:
  - ERP implementation
  - ERP to Oracle Cloud migration
  - Data Governance & Privacy
- Excellent project management capabilities with experience utilizing an appropriate mixture of standard Waterfall and Agile methodologies
- 20 + years of Business Process Redesign experience resulting in quickly identifying inefficiencies in work processes and suggesting more economical solutions
- 15+ years providing leadership and installing frameworks to standardize processes and promoting the importance of IT governance

## Organizations/Teams

- Northwest Missouri State Data Governance & Privacy Team (creator)
- Northwest Missouri State University Data Team (team lead)
- Northwest Missouri State University Senior Leadership Team
- Henderson State University ERP Implementation Team (Project Mgr.)
- Henderson State University ITS Security Action Team (Project Mgr.)
- KNUG – Kent Network Users Group