

JOHN BOCOOK

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Established performance-driven technical leader with 14 years of experience working with organizations of all sizes. Well-acquainted with Cybersecurity, DevOps, IT risk management, budgeting, and HR.

EXPERIENCE

FEB 2014 – JAN 2021

OHIO CHRISTIAN UNIVERSITY

Assistant Vice President/CIO

Oct. 2017 - Jan. 2021

- Successfully reduced budgetary needs from 1.8MM to 925k during three-year enrollment decline without reduction in any support or technology service.
- Developed team members from entry level to leadership positions.
- Oversaw multiple enterprise projects from planning state, project management, training, and completion.
- Executed system and service integrations business offices, human resources, admissions, and service teams throughout multiple dispersed applications.
- Efficiently modernized entire University networking systems including network infrastructure and backup/disaster recovery solutions.
- Reduced average time to time to resolution for support teams from six days to four hours utilizing self-service systems, automation, and SLA reporting.
- Improved ERP service quality scores from 40% to 85%+ via internal software development projects and automated error reporting.

Director of Software Development

Aug. 2016 - Oct. 2017

- Grew development staff from 2 programmers to 7 cross-functional staff.
- Responsible for developing and implementation of project management processes, code workflows and team policies.
- Developed custom front-end framework reducing development rework, increasing code consistency, and speeding up development projects by 28%
- Oversaw integration of multiple external application platforms with the University's core Information System.
- Effectively partnered with organizational business offices to reduce redundant staff tasks via workflow and task automation.
- Partnered directly with department leads as the solution architect, scoping projects, planning development, and providing status updates to all stakeholders.

Software Developer/Digital Marketing Specialist

Aug. 2016 - Oct. 2017

- Grew development staff from 2 programmers to 7 cross-functional staff.
- Responsible for developing and implementation of project management processes, code workflows and team policies.
- Created and managed Google and Facebook PPC campaigns outperforming 70% external lead generation agencies.

- Proficiently grew internal digital marketing spend from \$500 to \$375k in less than 12 months replacing multiple low performing agencies.
- Increased internal lead generation by 12% utilizing landing page A/B testing strategies.
- Developed multiple lead generation applications including personalized URL, dynamic landing page and online enrollment applications.

DEC 2011 – NOV 2016

CONSULTANT/CONTRACTOR

Web Developer and System Administrator

- Freelance development under contract with multiple agencies: CreativeMMS, Southern Tide Media, Rdy2Go, CoworkMyr
- Drafted marketing plans from campaign to automated tracking and reporting.
- Worked with CMS and CRM applications to develop in WordPress, Drupal, Joomla, Mautic, and Infusionsoft.

AUG 2012 – APR 2013

INTERACTIVITY DIGITAL

Web Developer and System Administrator

- Maintained Rackspace hosted infrastructure and applications.
- Internally consulted on client marketing campaigns, provided analysis and recommendations based on client goals and previous performance.
- Developed websites, booking systems and client portals within CMS and CRM applications for both large and boutique hotels in the Charlestown Hotels portfolio.

OCU 2008 – DEC 2011

BATTELLE MEMORIAL INSTITUTE

Technician

- Engineered the facilities ticketing and reporting system providing leadership insight into equipment downtime, usage, location, history, and repair expenses.
- Oversaw the after-hours notification and alert system and reporting.

SKILLS

TECHNICAL

- Html, CSS, ColdFusion, JavaScript, jQuery, MSSQL, Git, Svn, UX Design, API Development, Server Management, Drupal, WordPress, Networking Administration, Micro-services, Continuous Integration,
- DevOps, Infrastructure, System Administration, Backup/Disaster Recovery, Active Directory, Power BI, Office365 Administration, CRM Administration, Database Management, Cloud Technologies

LEADERSHIP

- Kanban, Project Management, Resource Forecasting, Technical Road mapping, Strategic Planning, Contract Negotiation, Vendor/Service Provider Management,
- Team Development, Performance Evaluations, SLA Implementation

SELECTED HONORS & AWARDS

OHIO CHRISTIAN UNIVERSITY

- Everyday Hero Award, 2020
- Extra Mile Award, 2018
- Above and Beyond Award, 2017
- Customer Service Person of the Year, 2016
- Answer Center Partner of the Year, 2015
- MVP of the Year, 2015