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**INFORMATION TECHNOLOGY MANAGER**

Experienced Information Technology Manager skilled in Application Delivery, Operations Management, Vendor Management, Team Building, Process Improvement in the Software Development Life Cycle (SDLC) and Technical Management. Strong Program and Project Management professional graduated with an EMBA from University of Nebraska at Omaha.

**PROFESSIONAL EXPERIENCE**

**First Data Corp., Omaha, NE 2019 – Present**

A *large electronic payment processing company headquartered in Atlanta, Georgia.*

**IT Consultant – Sr. QA Analyst**

Providing quality assurance analysis and automation for an electronic visit verification solution for home healthcare.

* Working on automating test cases using Tosca Test Automation for full regression test suite.
* Perform requirements analysis and test planning for new product implementations.
* Perform functional and regression testing on web and mobile applications

**Lincoln Financial Group, Omaha, NE**  **2004 – 2018**

*A diversified financial services organization headquartered in the Philadelphia region with $250 billion in assets.*

**Application Development Manager - Product Development Team** (2014 – 2018)

Lead an application development team in the Group Insurance division. Supported 5 lines of business through new product and product enhancement implementations.

* Partner with business areas to steer a high volume of medium to large technical projects through the software development lifecycle in both waterfall and agile methodologies.
* Built a cross functional team of on-site and remote developers and provided leadership and coaching through project work, administration and career development. Managed 15 direct reports plus 5-10 additional project resources in matrix structure.
* Wide range of vendor management experience, including vendor selection, contract management/negotiation, licensing, custom development, integration and release management.
* Owner of Quote Engine, Actuarial and Absence Management system environments. Managed technical debt, compliance, maintenance and support.
* Ensured quality of deliverables through best practices, coding standards enforcement, code reviews and architectural and solution proposal review and approvals.
* Budget Coordinator for Group Benefits IT for fiscal years 2016 and 2017.
* Managed department through Agile transformation, including methodology training and migration, setup of persistent and co-located teams and transition to CI/CD, DevOps process.
* Work with internal audit teams to show compliance to SOX, HIPAA and enterprise security standards.
* Managed Product team to a 90% success rate in project delivery on time / budget for 10 projects in 2017. Similar stats for previous years.

***Technologies included in managed portfolio:*** Oracle RDBMS, Oracle PL/SQL, SQL, Java, REST and SOAP Web services, Webshere/IIB, Weblogic, Oracle Forms, Oracle Reports, Oracle ADF, ASP, HTML, DHTML, CSS, Javascript, VBscript, COM, JQuery, JSON, JSP, AJAX, Apex Scripting, several proprietary claims systems, ClaimVantage, Salesforce, Linux, Windows, AIX, Unix/Linux shell scripting, subversion, Selenium, Cucumber/Gherkin, Jenkins, Jira

**Product Development Team Lead** (2010 - 2014)

Served as team lead for software development projects for Group Protection division.

* Collaborated with internal clients to develop and help steer projects through the software development lifecycle. Responsibilities include eliciting functional and technical requirements, writing technical designs, developing, QA testing and deploying applications and enhancements.
* Led technical teams through systems analysis, architecture, security, designing, programming and testing web and client server applications while adhering to a project schedule, requirements, resource allocations and managing the timely implementation of the projects' IT deliverables.
* Coordinate with project team in decision making and problem solving with regard to project strategy, planning, tactics, resources, technical recommendations, etc, along with communication with project stakeholders, project managers, and senior management.

**Production Support Manager** (2009 – 2010)

Manager of production support dept. for Group Protection division.

* Managed a backlog of critical production support issues. Responsibilities included resource allocation, scheduling, project management, department structuring, strategic planning, and operations oversight.
* Managed 9-12 system enhancement projects ranging from 500 to 1500 hours each.
* Oversight of the defect support process from identification through solution implementation. Approximately 3400 defects reported per year.
* Managed production support department to a 20% reduction in budget from previous year in 2009.

**Systems Analyst** (2004 - 2009)

Application developer for LFG’s Group Protection web portal and core systems.

* Designed, developed and tested applications for the Employee Benefits web portal ([www.lincoln4benefits.com](http://www.lincoln4benefits.com)), a website used to administrate group insurance policies, coverages, claims, member enrollment, etc.
* Designed, developed and tested applications to enhance internal core applications used to rate, quote and propose premiums, administrate policies and claims.
* Worked in collaboration with business analysts and QA analysts to elicit functional and technical requirements, review designs and test cases, ensuring they meet business needs and timelines.

***Primary Technologies and Tools:*** Oracle DBMS, Oracle PL/SQL, SQL, HTML, DHTML, CSS, ASP, Javascript, VBscript, VB – COM, Oracle Forms, XML, MS Visio, Magicdraw UML, MS Project, Planview Enterprise, HP Quality Center, MS Sharepoint.

**Independent IT Consultant, Omaha, NE 2002 – 2004**

*Solicited business from local companies, bid on projects, obtain contracts, and steer clients through design and development process.*

* 2002 -2004 Subcontracted through Bass & Associates at Werner Enterprises, an international trucking firm.
  + Designed and developed software which enabled trucking brokerage division to book 80% more loads within a year of implementation, ultimately automating many manual tasks and freeing brokers to pursue loads.
  + Served as project manager and system developer for intermodal logistics business applications as well as for new applications to automate third-party load brokerage business process.
  + Designed and developed web-based software applications to enter and optimize truck loads and provide tracking and account reporting functionality for customers.
* Acted as general contractor for team of subcontractors to develop an e-commerce site for a local clothing manufacturer, installation CD for national ISP and business card system for local printing company.
* Built a diverse network of subcontractors from which to draw analytical skills, innovation and a wide range of technical skill sets.

***Primary Technologies and Tools:*** SQL Server (T-SQL), MS Access, MySQL Database, Informix, AS400, Cold Fusion MX 6.1, HTML, DHTML, CSS, ASP, Javascript, VBscript, XML/XSL, Web Services interfaces, Java applets and servlets, EDI, LaGarde Storefront 5.0, MS Frontpage/InterDev, VB6 – Client Server/COM/ActiveX, MS IIS.

**Imaging Services Corporation (ISC Hosting), Omaha, NE 2000 – 2002**

*ISC Hosting provided B2B connectivity, web hosting, site development and internet consulting services.*

**Director, Web Technologies**

Planned and executed the startup of the Web Technologies division while taking a hands-on role in web development consulting projects.

* Directed all aspects of the Web Technologies division including strategy, business development marketing, sales, network infrastructure, web design, development and vendor management.
* Responsible for staffing a team of 10 and managing their day-to-day responsibilities including designers, developers, network admin, project manager, and sales staff.
* Achieved a significant growth in customers from 0 to several hundred during a two-year period.
* Defined the division’s range of products and services and determined profitable pricing for each.

***Primary Technologies and Tools:*** ASP, Cold Fusion, HTML, DHTML, Javascript, CSS, SQL Server, T-SQL, SQL, MS Access, MS Commerce Server 3.0, LaGarde StoreFront2000, Microsoft Back Office 4.5, MS Frontpage/Interdev, MS IIS, Apache Tomcat.

**EDUCATION**

**Executive MBA**

University of Nebraska at Omaha, Omaha, NE

**BSBA**, **Management Information Systems**

University of Nebraska at Omaha, Omaha, NE

Dean’s List

**CERTIFICATIONS**

ITIL Foundations in IT Service Delivery – Axelos (2018)

Certified Product Owner – ScrumStudy (2018)

Certified Scrum Master – ScrumStudy (2018)

FLMI Level 1 – LOMA (2007)

**PROFESSIONAL ORGANIZATIONS**

LOMA Group Systems Committee (2015-2018) - An insurance industry group that investigates, studies, and discusses current company activity with dedicated systems for administering group benefits.

AITP (2018) – Association of Information Technology Professionals.