

IT OPERATIONS DIRECTOR/MANAGER

Executive Profile

SOFTWARE / RDBMS DEVELOPMENT ENTERPRISE IMPLEMENTATIONS SYSTEMS DEVELOPMENT IT/Project manager offering years of success leading all phases of diverse technology projects; Twenty-four years of computer infrastructure, networks and computer programming experience. Business strategist; plan and manage projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains. Excellent communicator; leverage technical and business knowledge to communicate effectively with business managers and their respective teams. Employee management; able to manage cross-functional project teams, infrastructure teams, programming teams and telecommunications teams.

Skill Highlights

- Project Management:
- Custom Software Development
- Database Design (RDBMS)
- Systems Design
- System Migrations/Integrations
- Enterprise wide Implementations
- Requirements Analysis
- ROI Analysis
- Costing & Budgeting
- Project Scheduling
- Testing/QA/Rollout/Support
- Cross-Functional Supervision
- Team Building & Mentoring
- Risk Management
- Business & IT Planning
- Vendor Management
- Career Progression

Professional Experience

IT OPERATIONS DIRECTOR/MANAGER

January 2001 to January 2015 Bickford Senior Living 1/4 Columbus , OH

SYSTEMS AND PROGRAMMING MANAGER

January 1993 to January 2001 New Pig Corporation 1/4 City , STATE

- Responsible for infrastructure and project management over large-scale, top-priority and complex technology initiatives.
- Managed budgets of up to \$2M and cross-functional teams of programmers, analysts, network and system administrators.
- Drove the high-quality completion of systems design, software/database development and enterprise wide implementation projects including: Corporate ERP/MRP Projects Call Center Projects CRM Projects Office365 Project Ecommerce Project Wireless Network Upgrade WAN and LAN Network Projects Disaster Recovery Project SaaS Projects Achievement Highlights: Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
- Mitigated risk factors through careful analysis of financial and statistical data.
- Anticipated and managed change effectively in rapidly evolving business environments.
- Defined processes and tools best suited to each project.
- Utilized JIRA software and Microsoft Project to manage projects keeping users informed at all times.
- Directly managed people and processes including System Administrators, Network Administrators, Programmers, Helpdesk Supervisor and Helpdesk Technicians.
- Jerry Shetler, Page Two Representative Projects Systems Design: Led Team for multi company rollout of robust, scalable and secure enterprise resource planning (ERP), manufacturing resource planning (MRP) and Ecommerce software.
- Results: Consistent processes, systems, financials and reporting.
- Custom Software Development: Managed all phases of the software development lifecycle for several custom solutions.
- Results: Delivered industry-leading software that saved business users time and gave management real-time data to manage their customers.
- Database Developments: Guided teams in the development of relational database management systems (RDBMS) for several internal CRM projects.
- Results: Improved the consistency, recoverability and accessibility of data.
- System Integrations/Migrations: Project-managed initiatives involving the transition of programs to new platform and the merger of disparate systems from acquired companies.
- Results: Achieved seamless migrations and integrations that were transparent to customers, accomplished with no unscheduled downtime and delivered on time and within budget.
- Enterprise Implementations: Directed global rollouts of new software and systems for corporate and affiliates.
- Results: Ensured defect-free releases through careful planning, testing and QA efforts.

COMPUTER PROGRAMMER/UNIX ADMINISTRATOR

January 1990 to January 1993 New Pig Corporation 1/4 City , STATE

- Completed programming assignments to create new and enhance existing software within UNIX, network and client/server environments.
- Created sales reports for management.

January 1982 to January 1990 BT Financial Corporation 7/4 City , STATE

- COBOL programmer responsible for DDA, Loans and Savings programs.
- Responsible for writing programs to convert the data of other banks we purchased into our systems.

Education

Business Computer Specialist II, FPM Data School (Arnold, PA), 1981, 1982 Accounting Courses - Continuing Ed Student, St. Francis University (Loretto, PA), 1987, 1988, 1989

Skills

Accounting, Budgeting, budgets, budget, Call Center, client/server, COBOL, Costing, CRM, Database, database development, Database Design, Disaster Recovery, Ecommerce, ERP, enterprise resource planning, financials, financial, Functional, LAN, Team Building, Leadership, Mentoring, Office, Microsoft Project, MRP, Enterprise, Network, processes, programmer, programming, progress, Project Management, quality, QA, RDBMS, real-time, relational database, reporting, Requirements Analysis, Risk Management, sales reports, Scheduling, Software Development, Supervisor, Supervision, Systems Design, UNIX, Upgrade, Vendor Management, WAN