
SCOTT MORGAN

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Summary

Innovative, analytical, and transformative leader with a sense of urgency, eager to use strong work ethic to create a competitive advantage. Organized IT professional with experience as a developer, agile project manager, director, and executive with emotional intelligence. Offers employers a track record of completing projects efficiently and effectively while delivering exceptional customer service. Thrives on delivering strategic and tactical product improvements.

Core Strengths

- Strategic Leadership
- Customer Service
- Communication
- Emotional Intelligence
- Data Analytics
- Agile Project Management

Experience

- 12/2017 - Current
Wardlaw Claims Service
Waco, TX
Executive Vice President - Information Technology
 - Empowered employees to create innovative ideas to solve business problems
 - Championed the use of innovation in claims process
 - Prompted alignment meetings between functional groups to improve communication
 - Drove SOC2 Type II compliance to establish Wardlaw Claims Service, LLC. as industry leader
 - Cultivated and maintained strong relationships with ownership
 - Continuously improved Wardlaw Portal by continuing software development
 - Optimized technology infrastructure in opportunistic ways with favorable variances
 - Spearheaded transparency on Executive Team with open, measurable project management
 - Motivated others with strong work ethic, transparent communication, and attention to detail
 - Provided customer service excellence in information technology.
- 08/2014 - 12/2017
Wardlaw Claims Service
Waco, TX
Director Software Development
 - Galvanized team to upgrade SQL Server to SQL2014 in clustered virtual environment
 - Modernized Wardlaw Portal with Google Maps API interactive mapping
 - Developed enterprise web portal using ASP MVC 5, WebAPI 2.0, and Telerik tools
 - Managed quality relationships with internal and external customers
 - Pioneered strategic program management of IT projects
 - Built and mentored new development team
 - Maintained legacy Cold Fusion system and served as SQL Server DBA
 - Assumed increased responsibility and accountability after developer turnover
- 08/2009 - 08/2014
Wardlaw Claims Service
Waco, TX
Lead Developer
 - Crafted mobile solution for iOS and Android using Xamarin, saving adjuster time service
 - Championed agile development and earned Scrum master certification
 - Built generic data export program using GOF design patterns and Aspose PDF library
 - Interfaced in-house applications with Microsoft Dynamics GP using Econnect reducing data entry

- Developed adjuster HR system using C# and SQL 2005 reducing time to find adjusters
 - Created dashboard and report suite using SSRS after conducting KPI research
 - Maintained numerous in-house applications using .Net framework
- 03/2009 - 08/2009
 Sterling Trust
 Waco, TX
Lead Developer
 - Assumed leadership role after company was acquired by competitor
 - Maintained asset management system using C#.Net, SSRS, SQL Server and web services
- 08/2007 - 03/2009
 EMSI
 Waco, TX
Director Software Development
 - Architected high capacity scanning solution
 - Created program to migrate replace legacy systems
 - Increased customer service by building relationships with internal and external customers
- 03/2004 - 08/2007
 FirstCity Financial
 Waco, TX
Lead Developer/Software Development Manager
 - Created loan accounting system using .Net and SQL Server 2005
 - Mentored young development staff
 - Lead Sarbanes Oxley compliance
 - Improved communication with business units
- 09/2001 - 03/2004
 EMSI
 Waco, TX
Lead Developer/Software Development Manager
 - Created generic import and export application using Visual Basic and SQL Server
 - Resolved SQL Server lock contention issue
- 08/1995 - 09/2001
 Cargill
 Waco, TX
Programmer
 - Built Outlook-style program suite for warehouse inventory using Visual Basic and Oracle
 - Crafted plant automation system using Visual Basic to tighten standards in production
 - Created and maintained RPG and CL applications on IBM AS/400
 - Prepared in-house software for Y2K transition

Education and Training

- Chicago, IL
Master of Business Administration
 Purdue University Global
 Honors: Alpha Beta Kappa Honor Society, Society of Collegiate Leadership and Achievement
- Waco, TX
Bachelor of Business Administration in Information Technology
 Baylor University
- Hillsboro, TX
Associate of Applied Science in Business
 Hill College
 Honors: Phi Theta Kappa Honor Society
- Boston, MA
Certificate – Artificial Intelligence: Implications for Business Study
 Massachusetts Institute of Technology