Alan Rabideau

356 Granville Square
Worthington, OH 43085
(614) 579-0977   Alan@akme.us

CIO | CTO | DIRECTOR of IT | VP of IT | IT EXECUTIVE

Technology Executive with 15 years' experience strategically leveraging technology to gain competitive advantage. Effective at building partnerships with formal and informal leaders at all levels to develop innovative capabilities, reduce cost, and improve operating efficiency. Proven record of creating strong relationships with vendors to influence product and service roadmaps. Demonstrated ability to mentor rising talent, build depth in a team, and empower natural leaders. Innovative change agent with proven record of applying cloud, premise, off-the-shelf, and proprietary solutions to provide fast, scalable, and cost effective solutions.

Scado Mortgage Services (Columbus, OH)

Founder/President   *2016-present*

Founded a mortgage technology consulting company providing strategic and technical consulting services to depository and non-depository mortgage originators. The primary focus of the company is providing consulting and remote administration services for Ellie Mae Encompass360 which is the market leader in loan origination software for the mortgage industry.

CrossCountry Mortgage, Inc. (Brecksville, OH)

CIO   *2015-2016*

Senior executive responsible for establishing a centralized technology practice within the organization in support of 750 employees in 81 locations.

- Developed two-year strategic road map for moving all systems to a hybrid cloud.
  - Currently evaluating partners for data center migration.
- Migrated organization to Office 365.
- Built effective staffing model combining FTEs and 3rd party service providers.
- Launched a Lead Management System for call centers and an industry specific CRM for all Sales branches.

PMAC Lending Services (Chino Hills, CA)

SVP of Information Technology   *2014-2015*

Joined the company as part of a merger with Residential Finance Corporation. Senior executive responsible for all areas of technology delivery. Lead architect of M&A integration strategy for multiple large-scale acquisitions. Supported 1,000 employees in 30 US locations, large Philippines-based BPO center, and five lines of business.

- Developed one-year strategic road map for replacing the entire application portfolio.
- Developed triage plan for converging sales teams and technologies from three acquisitions.
- Negotiated buyout of assets and contracts during M&A process.
- Oversaw implementation of a top tier ITSM platform and integration of independent support teams into an enterprise wide service desk with technicians in 6 states and the Philippines.

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Residential Finance Corporation (Columbus, OH)

CIO & VP of Business Services   *2012–2014*

Senior executive overseeing IT operations, facilities management, and business services to support 950 employees across three call centers and 90+ satellite locations with a budget of 6 million.

- Managed entry into to new sales channels which resulted in growth from 350 employees to 950 employees in 18 months with no significant impact on system performance.
- Direct business services group providing project management, business analysis, report development, and business process optimization.
- Key initiatives include: Implemented paperless loan origination process, automation of journal entries from the loan origination system directly into the general ledger systems, and assisted the lending operations leadership in establishing a business process optimization roadmap.
- Implemented top tier ITSM platform for IT service and support; rolled-out service centers across all functional areas of the business in significant improvements to employee morale and greatly decreased support costs in all departments.

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Residential Finance Corporation (Columbus, OH)

CIO   *2009–2011*

Senior executive of all IT operations and facilities to support 400 employees across three sites with a budget of 2.5 million.

- Architected and managed the migration of all systems into an internal data center.
- Achieved 96% virtualization of servers in the data center.
- Virtualized 100% of company storage into the data center.
- Work with sales and marketing teams to automate distribution of all digital leads (XML, voice, web chat, etc.) into the contact center suite and marketing databases which reduced manual input of direct marketing lead conversions in the call center to nearly 0%.
- Architected and deployed a distributed VDI solution and complete endpoint refresh to replace terminal services and native PCs. Achieved net positive cash flow in 1 month. A 100% ROI was achieved within 6 months of launch through licensing cost reductions, repurposing of data center resources previously dedicated to terminal services, and most significantly via productivity increases in sales and operations.

IT Director   *2005–2009*

Senior director all IT operations and facilities management to support 350 employees across three sites, with a budget of 2.2 million.

- Decreased operating costs by 25%.
- Developed proprietary sales and marketing technology solution which enabled 15% reduction in sales staffing and increased marketing conversion of 17%.
- Migration of server farms to a managed services provider.
- Migration to an enterprise-level loan origination system.
- Migration of CRM to a pure cloud-based solution.
- Designed and managed development of a proprietary direct marketing database and suite of web services that provided cradle to grave tracking of all marketing channels.
- Designed and implemented unified communications and contact center suite solution.

Sr. Network Administrator
2003–2005

Responsible for all servers, desktops, and networks for 200 employees in three sites.

- Upgrade of NT4 domain controllers and servers to Windows 2000/2003
- Upgrade of Exchange 5.5 to Exchange 2000
- Upgrade of Windows 98 workstations to Windows XP
- Design and deployment of terminal services and thin clients to replace local computing.
- Migration of core loan origination software from PC-based system to client/server based platform.
- Managed a team of six, including: system administrator, support technicians, and developer.

Information Technology Services & Solutions (Columbus, OH)

IT Consultant   *2001-2003*

General technology consultant providing remote support, network design, Windows and Novell server administration, and fully outsourced IT management.

Affiliations

Ellie Mae Pro Partner Consulting Program (2016-present)