**George Zarafonitis**

**PROFILE**

* Accomplished IT Senior Project Manager with a proven ability to strategically develop and implement technical teams that support business and financial objectives and projects.
* Drives software development and infrastructure to create solutions, processes and systems architecture enterprise-wide.
* Respected team lead, able to develop highly motivated teams focused on achieving technical and operational goals.
* Stays current with IT technology changes in the industry through continued professional development and consistent attendance at industry events.
* Actively partners with the business leadership to discover and strategically align to the best available technology solutions to service the business’s needs.

**EDUCATION**

* University of Illinois at Chicago, 1995
* Bachelor of Science: Information and Decision Science
* Core: IT Operations, Strategy, Data Analytics, IT Infrastructure Development

**PROFESSIONAL EXPERIENCE**

**Intersections Insurance Services, Arlington Heights, Illinois**

**Senior IT Architect**

**2004-Present**

Manage IT projects and provide leadership to leaders and direct reports for Intersections Insurance Services, a call center and corporate headquarters. Oversee end user projects and operations for all IT.

* Transitioned technology from VFP to ASP and SQL Server and finally to .Net and SQL Server
* Provide leadership and architectural support for both infrastructure and application teams
* Launched well-received program of professional development courses for all IT staff
* Mentored and coached developers resulting in a 60% increase in productivity
* Introduced Agile development and multitier architecture
* Inception and creation of billing system for Bank of America and AIG partners managing 50M of receivables per year (multi-tier, asp).
* Automate all Finance and accounting worksheets with import functions for Solomon/Great Planes reducing Finance work by 75% (multi-tier, .NET).
* Initiated Policy Actions Forms Projects which resulted in automation of 80% of claims processes
* Converted Customer Service Application from VFP to .Net
* Eliminated PCI Compliance risk and the associated 1.5M PCI Compliance expense by developing a company proprietary solution. (.Net-SOAP-WCF)
* R&D for Direct to Consumer Solutions opening a multimillion dollar sales channel (.Net-WCF).
* R&D for Client and Vendor Web services communications eliminating the need for file transfers
* Work on the design of IIS infrastructure upgrades and maintenance
* Displayed the knowledge of windows systems administration and SAN technologies with the ability to learn and adapt quickly to new technologies

* Complete Sarbanes Oxley IT Audit and ensure that standards for development and deployment are in compliance
* Complete Vendor/Client Audits
* ITIL - Agile
* Sarbanes Oxley IT Audit
* Vendor/Client Audits
* Database and Object Modeling
* IT Project Management - SDLC

**All World Inc, Chicago, Illinois**

**1998 - 2004**

**IT Consultant**

**Mount Prospect, IL, 2001 – 2004**

After my experience with Computer Adaptive Technologies I stayed in the consulting world for three years taking advantage of high demand for asp and web work. I work with consulting companies like RHI Consulting, and did work for companies like Boise (inventory system), Donald Pliner Chicago (ecommerce) and Pannex Painting Company Project Management software.

**Computer Adaptive Technologies**

**Software Development lead, 1998 - 2001**

Test Software (Visual Fox Pro), Test Center scheduling site (ASP) and test delivery to remote locations (ASP/Lotus Notes) for Catglobal.com, now owned by Pearson Education.

* Structured the Company’s IT infrastructure by upgrading and adding additional redundant servers, and mirrored databases.
* Responsible for analysis and design for Scheduling Module and back Office

**TRAINING/CERTIFICATIONS**

* Accountability Training, The Positive Principled Way – The Oz Principal

**TECHNOLOGIES**

* .Net, ADO .Net, WCF, SOAP, XML, WPF, SDLC, Windows Server 2000-2008, IIS (4.0-7.0), Microsoft SQL Server (2000-2012), eclipse, Object Modeling, Microsoft Visual Studio 2008, Microsoft Project, Microsoft Visio, Visual Fox Pro, Visual Basic

**IT SERVICES**

Small business development - Leadership/communication skills - Product development - Business operations organization - New product delivery - Employee relations - Market research and analysis - Customer-oriented - Project management - Resource Allocation - Process automation - Object Modeling - Systems Architecture, Analysis and Design - SDLC - Data Center Operations - Disaster Recovery – ITIL - Agile - Sarbanes Oxley IT Audit - PCI Compliance - Research and Recommendations - Development and maintenance of the IT strategic plan - Coordinate priorities between the IT department and user departments - Coordinate with management in developing business strategic plans and operating policies - Network Security - Database administration - Source Control - Software Development - Development and implementation of all IT policies and procedures