

TYLER SHARP, MBA, PMP

122 W. Harmont Drive • Phoenix, AZ 85021 • 602-350-5210 • tylerssharp1@gmail.com

SENIOR IT MANAGEMENT PROFESSIONAL Director – Vice President – Program Manager

Exceptional record of achievement in the management of corporate technology operations. Proven ability to improve efficiency, reduce costs, and deliver innovative solutions to meet changing business needs. Special expertise in planning and managing multi-million dollar projects, directing infrastructure, software development, data center operation, and analytics initiatives, and driving technology optimization efforts. Highly adept at building and leading top-performing teams, supervising offshore and onshore resources, and guiding issue resolution functions. Outstanding collaboration, communication, and technical skills.

Core Competencies:

IT Management – Strategic Planning – Business Transformation – System Implementation – Data Analysis
Process Automation – Agile Methodologies – SDLC Management – Scrum Processes – Mobile Applications
Quality Assurance – Capacity Planning – Budget Control – Innovation – Vendor Management – Dev/Ops

PROFESSIONAL EXPERIENCE

CSAA INSURANCE GROUP, Glendale, AZ 2009 – Present Digital Hub Senior IT Operations Manager (2019-2020)

Following a reorganization, selected to direct Digital Hub technology operations while continuing to oversee Usage Based Insurance (UBI) platform and resource responsibilities for this \$4B company. Supervised 16 onshore and 3 offshore resources, including Scrum masters, developers, QA specialists, and analysts. Carried out vendor management.

- Accountable for daily operations of customer portal, agent portal, quoting engine and customer communication platforms utilizing DevOps CI/CD pipeline for defects and enhancements.
- Supported the delivery of 2 technology pilots (co-browse capability, chat bot), enabling a move to production following the initial development of the pilot applications.
- Recognized for meeting or exceeding all target goals for on-time completion of sprints and for effectively balancing budget vs. sprint delivery.
- Currently partnering with vendor and business teams to lead iterative development efforts for the production, testing, and release of a new UBI mobile platform.

Advanced Technology & Innovation Group Operations Manager (2017-2019)

Managed the UBI and Robotic Process Automation (RPA) teams (total of 11 persons, including offshore resources) and held accountability for all infrastructure delivery, Agile development, scrums, QA, sprints, and production support. Managed a Dev/Ops environment to provide production support for the dongle-based UBI program and lead the delivery of the new UBI mobile app.

- Successfully deployed 9 use cases for the RPA platform, enabling the elimination of a 28,000-claim backlog, the migration of 48,000 policies, and a savings of \$272,000 in labor hour costs.
- Successfully utilized RPA for the ad-hoc creation of documents in 1 week for outside counsel, to support subrogation of 3,800 claims relating to the fires in Northern California in 2018.
- Enabled the reduction of 90% of daily UBI open incident cases.
- Reduced manual process tasks from 450 per day to 25 per day for UBI compliance jobs.
- Managed the delivery of the UBI mobile app to replace a legacy dongle-based UBI program.
- Spearheaded the transition of UBI data services from a data center in Italy to New Jersey, resulting in greater efficiency, platform performance and stability, and reduced complexity and vendor portfolio.
- Delivered a Claims Rideshare Portal by working with Lyft to provide rideshare credits in lieu of car rentals for insurance claim cases.

(CSAA Insurance Group, continued)

Advanced Analytics Operations Manager (2016-2017)

Oversaw management of the enterprise advanced analytics system suite, including Hadoop, ElasticSearch, Voice Quality Analytics, Splunk, and Tableau. Supervised 7 onshore and 2 offshore resources. Carried out vendor management and capacity planning.

- Maintained 99.999% application availability outside of scheduled maintenance periods.
- Spearheaded critical environment version upgrades for Hadoop and ElasticSearch, rolling out upgrades for 155 nodes with zero impact on business operations.

Technical Delivery Specialist VI (2012-2016)

Served in a Project Manager role for the delivery of new system infrastructure and environment setup and configuration for the Digital Services, Advanced Analytics, and Enterprise Edge Services programs. Planned and led a portfolio of up to 4 projects simultaneously. Supervised project teams.

- Led the delivery of a new system infrastructure for the Digital Services Program.
- Managed the delivery and provisioning of a next-generation Advanced Analytics infrastructure, Administered budgets up to \$3.5M.
- Delivered an API Gateway to consolidate ingress and egress for 150 internet-facing application APIs.
- Reduced risk and improved efficiency by resolving build issues between program threads and IT operations for all new technology offerings.
- Streamlined delivery times by introducing process changes and running processes in parallel.

Service Level Management Analyst (2010-2012)

Carried out cost analyses of the IT application portfolio to support a \$39M IT divestiture of AAA NCNU Member Club organization. Led cross-functional teams in financial data analysis and review functions. Provided executive team with data to facilitate decision making. Determined total cost of ownership for 482 applications. Created contractual Transition Service Agreements and cost forecasts for the new line of business.

PMO IT Analyst, AAA (2009-2010)

Performed resource demand management forecasting and designed tracking and forecasting tools for a \$200M IT program comprising 13 program work streams.

CAREER NOTES: Previously held the positions of **PMO IT Analyst** (2007-2008) and **Change Management Analyst** (2006-2007) at DHL. Details available on request.

EDUCATION

MBA in Business Administration, W.P. Cary School of Business, Arizona State University, Tempe, AZ
BS in Global Business, Finance emphasis, cum laude, Arizona State University, Tempe, AZ

CERTIFICATIONS & TRAINING

PMI Project Management Professional (PMP)

ITIL v3 Expert

Artificial Intelligence: Implications for Business Strategy – MIT Sloan School of Management

ADDITIONAL INFORMATION

Military Service: Forward Air Controller – US Air Force