

Executive Summary

A proven Information Technology “turn-around” specialist and “change agent” with a return on investment (ROI), business risk avoidance (business resumption/security planning), and quantifiable customer satisfaction focus. Specialized in strategic/tactical logistics, Sarbanes-Oxley compliance, ITIL implementations, and technology infrastructure management.

Government/Political Experience

President Obama Administration

Federal Communications Commission (FCC) – Career Senior Executive Service, Chief Information Officer, Federal Agent

US Small Business Administration (SBA) – Presidential Appointee, Chief Information Officer, and Chief Privacy Officer

Federal CIO Executive Council – Co-Chair Information Technology Workforce Committee

White House Office of Science, Technology, and Innovation – International Data Policy Workgroup and Ideation Workgroup

Sri Sathya Sai Institute of Higher Learning – School of Business Management – Innovation Key Speaker in Puttaparthi, India

Obama for America Campaign

My Region



As a **Regional Information Technology Director** at the **Barack Obama National Campaign Headquarters** in Chicago, Illinois, I managed 9 State IT Directors and all infrastructure technology for the Northeast and Great Lakes Region (1/3 of the USA). This Region included 17 States, 6 Battle Ground States, and over 350 offices out of 770 nationwide. We won 15 out of the 17 States and all of the Battle Ground States in my Region. Nationwide, this represented over 50% (15 out of 29) of all the States won!

During the last month of the campaign, I worked in Ohio to ensure smooth Boiler Room operations and disaster contingency planning, preparation, and execution. This included the Ohio Democratic Party Operations, Voter Protection Call Center, Vote Core, and Field Operations. My Region led the nation in collaboration, mentoring, and efficiency, emulated by the other two regions.

After the election, I worked with the **Chicago and Washington D.C. Presidential Transition Teams** by implementing a staff and alumni web based candidate applicant tracking system with a customized Internet Portal.

Management Highlights

- Managed 250+ Employees and Consultants - 6 Executive Divisions – 8 CIO Subsidiary Direct Reports
 - \$27 Million Budgetary Responsibility – Private Sector / \$200 Million Public Sector IT Portfolio and \$60 Million Budget
 - Customer Relationship Management Accelerated Agile Deployment – 1,100 Users, 50 States, Geospatial, Mobile Devices
 - Enterprise Resources Planning (ERP) Design, Selection, and Implementation – SAP R/3, Peoplesoft, J.D. Edwards, Lawson
 - Founded Human Resources/Recruiting Solutions Service Delivery Company for Fortune 100 and Secondary Markets
 - International Service Provider in Hong Kong, Singapore, Argentina, Australia, Colombia, England, Mexico, Canada
 - Proven Private/Public Sector IT “Turn-around” Specialist for Information Technology Departments and Infrastructure
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Education

September 1994

B.A. Organizational Management - G.P.A.: 3.5/4.0
Eastern College

May 1992

A.S. Business Administration/Computer Science - G.P.A.: 3.5/4.0
Arcadia College

Spring 1986

International Studies - Pennsylvania International Consortium International Exchange Program
Oxford University, Oxford, England
Trinity College, Dublin, Ireland

Employment Chronicle

Chief Information Officer (Career Senior Executive Service) – Top Secret SCI Clearance

April 2011 – January 2013

Federal Communications Commission (\$450 Million Federal Agency)

Washington, DC 20554

- Responsible for approximately \$200 Million IT Portfolio and \$60 Million Agency IT Budget
- Manage approximately 35 federal employees and 265 contractors/consultants
- “Change Agent” for dysfunctional agency wide IT organization – Successfully improved customer service and key processes
- Collaboration with Law Enforcement and Intelligence Community for Cyber Security, Continuity of Government, and Knowledge Management
- Collaboration with Intelligence Community for International Travel Equipment Baseline and Review for High Risk International Travel
- Initiated FCC Liaison role within NSA Cyber Command and Homeland Security Cyber Liaison
- Working with CIA and State Department on International Technology Risks
- Co-Chair Australian Government Cyber Security Panel in Canberra, Australia
- Co-Chair of the Mobility/Bring Your Own Device (BYOD) Committee and member of the Federal CIO Small Agency Council
- Member of White House Office of Science, Technology, and Innovations Einstein Cyber Security Implementation Team
- Implemented centralized agency project management methodology, including monthly customer satisfaction outreach/review
- Asked to present Cyber Security Vision to the NIST Advisory Board
- Cyber Security Small Business Wizard and collaboration with private sector on content
- \$10 million reprogramming funds for APT mitigation and cyber security improvements – new technology deployments from pilots to production, FireEye and Core Insight and Impact, as well as Big Fix
- Released comprehensive Cyber Security Agency Policy, including Acceptable Use
- PMO Revitalization with Clarity complete reconfiguration within 90 days to provide executive dashboards and transparency for all projects, including ITC infrastructure initiatives
- Mobility Pilots with Citrix and VMware, BYOD, and GOOD Deployment
- Member of the GOOD Customer Advisory Board
- Massachusetts Institute of Technology (MIT) Mobility Panelist
- Represented FCC on Innovation Think Tank On-site Review at Google, IBM, AT&T, Verizon, Apple, Facebook, Yelp, and Autodesk
- Broadcast Public Inspection File (Political File) – Focused Chief Data Officer on initiative and deliverables to accomplish with strong functionality and on budget (less than \$500k) within 6 months
- Exchange 2010 and Windows 7 Roll-out
- Gettysburg VOIP Completed – retirement of Avaya telephone system
- Initiated Critical Business System Review/Enterprise Architecture/Portfolio Analysis for All FCC Major IT Systems
- Initiated Stakeholder Involvement in Project Management Governance
- Recompeted ALL IT Major Contracts, incorporating ITIL, PMO Standards, SLA’s, Upfront 508 Compliance, and Staffing Refresh for the following contracts: (1) Programming Services, (2) Database management, (3) Security Operations, (4) Security Audit and Compliance, (5) Infrastructure Services, (6) Project Management
- Initiated IT Staffing Reorganization. Brown Bag Lunches with authors and training professionals. New hire for CISO and 8 new FTE positions (in progress)
- Significant efficiencies with application development (reduction from \$23 million to \$18 million in 2011, down to \$16 million in 2012)
 - The following results were observed after applying Lean PMO, Computech Kanban (CK) and High-tech High-touch:
 - 66% decrease in operations as percentage of budget
 - 50% increase in delivery of new features
 - Successful transformation from Waterfall to Agile
 - 100% IT transparency into cost, schedule, risk, work items and progress
 - 20x decrease in production errors
 - 100% lead-time improvement in time from customer request to delivered solution
 - Over 90% customer satisfaction as measured by Net Promoter Score
- Stronger Vendor Management and Oversight, including significantly improved Level Of Efforts (LOE’s) and reduction of Operations and Maintenance (O&M) from black hole of 70% to 30%
- Introduction to Agile Development to all IT Staff
- Initiated SharePoint and ITIL Training for all IT Staff
- Strong Relationship with USAC CIO – Reduced \$20 million project to \$8 million
- Coordinated New Financial Management System Options for USAC using FCC Framework
- Improved Budgeting Process, Transparency, Unfunded Review and 2013/2014 Requests and Reductions
- Initiated data center consolidation and cloud deployment assessment and planning activities, linked into ITIL Data Center Management practices for new Infrastructure Services Contract
- Worked with GSA and FCC Telecom to get Network Transition on Track and GSA acknowledgement that FCC has made significant improvement in the last 9 months than in prior years
- Native Affairs Technology Deployment for iPads, iPhones, and Internet Cafes for Reservations
- Technology Experience Center Themes – Public Safety Event, Accessibility, IT Healthcare – Pediatric Focus, and various ongoing demonstrations, including Mobility “Bake-off” Plans
- Increased API Development and Releases – Open House Developer’s Day

Chief Information Officer/Chief Privacy Officer – Top Secret Clearance

April 2009 – June 2010

United States Small Business Administration (\$1 Billion Federal Agency)
Washington, DC 20416

- Responsible for approximately \$100 Million IT Portfolio and \$30 Million Agency IT Budget
- Managed approximately 75 federal employees and 150 contractors/consultants
- Rapid implementation of a robust Customer Relationship Management system within 5 months from market research to field deployment for 1,100 users across 50 States with extensive geospatial coding/mapping, mobile devices and web integration
- “Change Agent” for dysfunctional agency wide IT organization – Successfully improved customer service and key processes
- Co-Chair of the IT Workforce Committee and member of the Federal CIO Executive Council
- Member of White House Office of Science, Technology, and Innovations International Data Policy and Ideation Workgroups
- SBA Representative for Junior Achievement
- Implemented agency wide Audit Tracking and Accountability system that is currently being considered for use by the IG Council members – Presented to 13 Agency Inspector Generals and CIO Council IG Liaison – Presented to 28 agency CIO’s
- Presented CRM, Audit Tracking, and Correspondence Management using consolidated Microsoft platform to the Federal CIO Council, International Atomic Energy Agency, and the United Nations Assistant Secretary General and CIO
- Closed over 450 audits and audit related requests within 8 months
- Implemented centralized agency project management methodology, including monthly customer satisfaction outreach/review
- Rapid implementation of Microsoft technology agency wide roll-out and bandwidth upgrades/compression for 30 field locations

Regional Information Technology Director – Northeast and Great Lakes Region

July 2008 – April 2009

Obama for America National Campaign Headquarters (\$800 Million Campaign Contributions)
Chicago, Illinois 60601

- “Cradle to grave” office technology responsibility for 350 offices out of 770 nationwide
- Managed 9 State IT Directors and Deputies in 17 States and 6 Battle Ground States
- Technology Deployment - networking, telecom, Internet, cellular, VoIP, computers, printers, copiers, e-mail, MS Office / Open Office, Microsoft XP and Ubuntu Linux
- Vendor Management - CDW, Xerox, Verizon, AT&T, Sprint, Time Warner, Comcast, Apptix, HireDesk, nComputing
- Rapid implementation of HireDesk Applicant Tracking Web (ASP) staffing system for Washington D.C. and Chicago Presidential Transition Teams

Founder

October 1999 – April 2009

Bay Breeze Technology Center, Incorporated
Nassawadox, Virginia 23413

- Created an international professional services business for the Human Capital Management Industry, serving the Fortune 100 and others in both Human Resource Applicant Tracking Systems and Staffing Agency industries.
- Provided full-time consulting services as an IT “turn-around” specialist, saving one organization over \$700,000 in capital expenditures, contract negotiations, license renewals, in addition to proven productivity enhancements of over 30% improvement.

Major Engagements:

- **Enterprise UNIX Manager & Operations Integrator – Consultant** (October 2004 – December 2006)
Sanofi-Aventis (\$30 Billion Annual Revenue)
Bridgewater, New Jersey 08807
- **Chief Information Officer – Consultant** (November 2002 – November 2003)
Solomon-Page Group LLC (\$150 Million Annual Revenue)
New York, New York 10036
- **Chief Technology Officer – Consultant** (January 2002 – November 2002)
The Judge Group (\$150 Million Annual Revenue)
Bala Cynwyd, Pennsylvania 19004

Vice-President of Technology and Information (B2B Development)

March 1998 – January 2001

Personic Software, Incorporated (\$30 Million Annual Revenue)
Brisbane, California 94005

- Created a B2B (Business to Business) Staffing Exchange between Hiring Organizations (HR Departments) and Staffing Agencies, including Vendor On Premise (VOP) and Sub-tier Suppliers, using HR-XML standards with Microsoft Active Server Pages (ASP) in an Application Service Provider (ASP) environment.
- Considered a customer service “turn-around specialist” in that I was engaged to assist in resolving troubled accounts; i.e. within 30 days, a pending lawsuit from a major strategic customer was turned into a satisfied customer that immediately provided \$800,000 in new sales.

Chief Technology Officer (Arthur Andersen Information System Plan Manager)

July 1996 – March 1998

CDI Corporation (\$1.8 Billion Annual Revenue)
Philadelphia, Pennsylvania 19103

- Responsible for all project planning, development, implementation, and budgeting, including managing direct staff (35+), field staff (225+), consultants (15+), and vendor relationships.
- Managed Micro Systems Support, Operations, Networking, Help Desk, Hardware Break/Fix, and Purchasing Divisions.
- Replaced all core computer software and hardware systems within 3 years, 45 projects budgeted at \$27 million.
- Standardization for 35 remote databases, 130 offices nationally, 1,100+ users, and design for new requirements.
- Major projects managed included Payroll, Billing, AR, AP, GL, HR, EDI, Asset Management, and Time clock systems.
- Saved over \$20 million in Arthur Andersen consulting costs by managing in-house implementation and development.

Chief Information Officer

December 1990 – July 1996

Keystone Natural Water (\$28 Million Annual Revenue)
Washington Crossing, Pennsylvania 18977

- Responsible for the administration headquarters and five distribution facilities in the Northeastern USA.
- Developed and implemented new billing system with annual savings of \$60,000 per year and improved the A.C.P. (average collection period) by 15 days.
- Implemented advanced telecommunications systems (call forwarding/voice mail/cellular) netting 30% per year savings.

Chief Information Officer (Director of Computer Services)

November 1988 – December 1990

Peoples Bank, N.A. (\$300 Million Assets)
Fairfield, New Jersey 07006

- Responsible for the overall management and coordination of the data processing and computer operations area, including the administration headquarters, operations center, and 14 branch offices.
- Revitalized Automated Clearing House (ACH) and Electronic Funds Transfer (EFT) operational teams to ensure maximum efficiency and security. Increased functionality by over 50% within 30 days

Chief Information Officer

December 1986 – June 1989

Unifund Leasing, Incorporated (\$35 Million Annual Revenue)
Wayne, Pennsylvania 19087

- Established an IT Department supporting the Contel CADO legacy system while converting to new technology
- Instituted development and implementation of an "end to end" complete automated leasing and banking system.