

## Career Skills

|                                  |                                    |
|----------------------------------|------------------------------------|
| • IT Operations                  | • Technology Planning              |
| • Planning and budgeting         | • Software Application development |
| • Staff supervision and training | • Enterprise Architecture          |
| • Process Reengineering          | • Systems Integration              |
| • Disaster Recover Planning      |                                    |

## Professional Experience

Rebuilders Automotive Supply

1/2012 – Present

### CTO

Responsible for all aspects of overall technology vision, customer and vendor facing platforms. Led all aspects of architecture and product development. Trusted executive team member providing guidance on IT investments, strategy, and operations.

- Worked to define and implement a Technology Strategic Plan, including the migration from aged legacy systems to hybrid cloud systems.
- Negotiated vendor contracts to implement Managed Services for network management and helpdesk as well as Disaster Recovery Plan.
- Worked with Business Development to pursue market opportunities.
- Worked with off-shore vendors to execute web, mobile, and data projects.
- Expanded upon patented “CorePro” system to include additional supply chain integrations.
- Led the Inventory Management process redesign effort across multiple facilities to better track, handle, and identify inventory as it moves from receiving to order fulfillment.
- Maintained virtual network environment (VMWare), SAN, and onsite/offsite data replication using Rackspace.

p3 Technologies, LLC

6/2004 – Present

### Owner

A company focusing on empowering organizations by providing timely and meaningful information technology solutions: specializing in software systems development, systems integration, and network management.

- Provide network operations, capacity planning, and IT strategic guidance to several clients in Rhode Island and Eastern Connecticut. Focus is on effectively communicating technical issues to management and coordinating the execution of management initiatives.
- Manage network operations for several small businesses in the northeastern Connecticut and Rhode Island areas.
- Led the development and delivery of several software systems:
  - Manage a client’s Windows application which manages conference and seminar agendas and presentations. Redesigned application architecture to move from VB6 to .Net 3.5 while maintaining integration points with Linux-based data and file systems. Uses several design patterns including Gateway and MVP. Design is focused on optimizing testability and code reuse. Involves portable, machine independent security using X509 certificates, RSA, and AES encryption and code obfuscation (9rays) to enforce intellectual property protection.
  - Supporting local non-profits who services people with developmental disabilities. Work is focusing on streamlining internal business processes by creating or integrating software systems for practice management, medical billing, incident management, etc.
  - Participated in the development of a new Windows application for a global commercial property insurance company. Application integrates distributed architecture using web services; several design patterns, and depends upon BizTalk workflows for asynchronous processing.
  - Developed a proposal management system for a local real estate management firm. System is web based (ASP.NET 2.0) and written in C#. It includes file (proposal) management, and security (membership and profiles) features to allow for the administration of client proposals.

J. Arthur Trudeau Memorial Center

02/2000 – 02/2005

## Director of Information Technology

Responsible for all aspects of overall technology vision with a special focus on supporting individuals with developmental disabilities. Led all aspects of architecture and systems development/integration. Trusted executive team member providing guidance on IT investments, strategy, and operations.

- Collaborated with business units to analyze organization's compliance regarding HIPAA Privacy and Security. Assisted with gap analysis and resulting policy and practice alterations. Conducted systems review for compliance with security regulations.
- Established architectural standards for the Center's software systems to exploit the interdependency of systems and data throughout the businesses critical workflows. Based software development upon a distributed (.NET based) business framework to control code reusability, reliability, and change management.
- Managed Desktop and Server change and configuration control by employing Systems Management Server 2003 (SMS). Maintained systems through the automated distribution of software, patches, and service packs yielding a 15% - 20% decrease in the daily workload of the Help Desk.
- Led the development of a new management information system for Home Based Therapy Services department. System supports medical billing and practice management processes of business unit. Project was milestone for IT as it employed extreme programming philosophy of frequent communication with key stakeholders, and iterative development cycle to account for changing business requirements. Achieved 40% reduction in per-transaction processing.
- Led the development of the Center's first quality assurance system – Incident Management System which: tracked incident occurrence, documented immediate response and management reviews, and provided the Quality Assurance department a method of measurement to ensure: process effectiveness, quality of care, and the protection of client rights.
- Manage centralized Help Desk, servicing 400+ end users. Established Help Desk critical success measures, including end user satisfaction and timeliness of issue resolution. Help Desk operates at approximately 60% of the cost of comparable outsourced solutions through the innovative use of remote management and troubleshooting (SMS), group policy, and collaboration technologies.
- Established IT Standards describing organizational policy regarding security, Help Desk operations, application development, and communication. Conduct quarterly in-service trainings to review policies and address business unit issues in relation to policies.

## **Education**

2000 – 2004

University of Phoenix – Online

Phoenix, AZ

### Bachelor of Science in Information Technology

- Concentration in Database Management

## **Service**

1990 - 1994

United States Army

Fort Riley, KS

- Honorably Discharged, E4 (Specialist)