

# Craig Eversole

Chief Information Officer | IT Strategist | Knowledge Enthusiast

ceversole@managementstack.com

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## Summary

Seasoned Leader of People, Processes, and Technology As an Advisory Partner at Management Stack, LLC, I'm able to pursue my passion for helping companies grow. Organizations are often in a state of transition, whether from a new market opportunity, a new product offering, or acquisition and assimilation. I believe a time of transition is exactly the time when great things can and should happen in an organization. My appetite for and new and emerging technologies and methodologies allows me to meet the demands of growing organizations and evolving markets. I am a creative thinker with a track record of finding new and innovative ways to solve business challenges. I believe people are happier when they are a part of something bigger than themselves. The best companies have a greater purpose and work relentlessly to be sure that everyone sees their contribution towards that purpose. I believe in finding just the right amount of simplicity in my approach to challenges. It's great when the best solution is a simple one, but that's not always the case. There are challenges that demand solutions that involve some complexity, and that's ok because, as business leaders, we should be interested in the ideal solution, not just the simplest one. Let's connect. Contact me at ceversole@managementstack.com.

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## Experience

### **Co-Founder, Partner at Management Stack, LLC**

2014 - Present (1 year)

As Co-Founder and Partner at Management Stack, LLC, I'm able to pursue my passion for helping companies grow. Organizations are often in a state of transition, whether from a new market opportunity, a new product offering, or acquisition and assimilation. I believe a time of transition is exactly the time when great things can and should happen in an organization. My practice areas include: - SaaS frameworks, implementations, and transitions for ISV's and BPO's - IT Balanced Scorecard strategy; SSAE 16 SOC 1 readiness - IT service management / ITIL implementation; security and compliance strategy - SQL and NoSQL architecture strategy - Enterprise infrastructure - Software development life cycle strategy - SaaS provider vetting, selection, and integration planning.

### **Chief Information Officer at MPAY Inc.**

2010 - 2014 (4 years)

Served on the executive leadership team for a leading Human Capital Management SaaS provider. Specifically, I provided vision, strategy, direction, oversight, and tactical guidance to IT professionals in support of the corporate strategy to deliver industry leading SaaS based human capital management products and managed IT infrastructure services. Key Accomplishments: - Delivered 24x7x365 IT

infrastructure services to 120 professional service providers, serving over 60,000 employers nationwide.

- Increased average customer service satisfaction scores for technology services and support by 10% by implementing best practice responsive service operations including Incident, Problem, Event, Request, Knowledge, and Access management.
- Provided executive leadership to company's Balanced Scorecard initiative, a strategic performance management tool which aligns IT and enterprise wide objectives with overall corporate strategy.
- Delivered popular lectures, product demonstrations, and training sessions for professional conferences and customer sponsored engagements. Lectures included Security, Privacy, Disaster Recovery, SQL Performance, SQL Virtualization, Cloud Computing, Data Breach Mitigation, and general infrastructure best practices.
- Reduced data center footprint by 350%, power requirements by 200%, and overall cost by 80% by implementing a private enterprise cloud based on a leading unified computing platform and all flash storage architecture.

*1 recommendation available upon request*

### **Director of Information Technology at MPAY Inc.**

2005 - 2010 (5 years)

Hired to provide leadership and enable growth of company's online human capital management program. Provided guidance and oversight to the software development department. Led the IT service desk, enterprise infrastructure, and application support groups

Key Accomplishments:

- Orchestrated turnaround of company's online payroll platform. Advanced product into the industry's leading SaaS platform.
- Architected and managed company's enterprise infrastructure environments including three tier 3 and 4 data centers.

### **Chief Information Officer at Quote Advantage Insurance Services, Inc.**

1998 - 2005 (7 years)

Co-founder of pioneering insurance technology start-up responsible for industry firsts, including the first extensible insurance product configuration engine. Responsible for overall direction and strategy of enabling technologies.

Key Accomplishments:

- Architected the first open architecture for insurance underwriting and quotation engines. Created object relational platform for insurance products whereby analysts could design, build, and deploy fully underwritten and quotable insurance products thus reducing the overall cost of bringing new products to market.
- Introduced strategic initiatives that maximized insurance policy delivery by 750% through proprietary development and deployment of intelligent document retrieval and extensible forms engines.
- Led effort to become first national brokerage to utilize a standardized XML based electronic data exchange with one of the nation's largest general agencies.
- Negotiated contractual marketing and servicing relationships with 65 financial institutions and Led platform integration efforts with Fortune 100 and 500 companies.
- Led acquisition of multi-round venture capital and recruited CFO to complete capitalization. Led company to profitability in year three.

### **Applications Specialist | Technical Lead at General Electric**

1996 - 1998 (2 years)

Initially hired as software engineer in the product development group for GE Turbines. Later recruited and accepted lead application development role in the information systems group. Key Accomplishments: - Identified critical area of productivity loss while working on the Genius Bus Software toolkit. Envisioned and created software to proactively seek out device faults on failing Genius Bus devices and delivered actionable diagnostic alerts to plant operators.

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## Skills & Expertise

**VMware**

**Microsoft SQL Server**

**SaaS**

**SQL**

**Software Development**

**C#**

**Cloud Computing**

**Integration**

**SharePoint**

**Security**

**Windows Server**

**Virtualization**

**Active Directory**

**Agile Methodologies**

**Disaster Recovery**

**Leadership**

**Management**

**Enterprise Software**

**Strategy**

**Strategic Planning**

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## Education

**Virginia Polytechnic Institute and State University**

Electrical Engineering, 1992 - 1996

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## 1 person has recommended Craig

"Few people have the opportunity to work with someone who has the exceptional ability to see both the forest and the trees - but that's exactly the opportunity I had while working with Craig over the past nine years. Craig's ability to provide leadership and strategic insight; while simultaneously utilizing exceptional analytical skills to identify all the details required for execution of a strategic plan is uncanny, to say the least. Yet, it seems to come naturally to him. I have seen Craig demonstrate this skill countless times, most recently when he introduced ITIL at MPAY. He articulated his vision then broke down the components of ITIL to determine how to adapt those best practices to our environment. As a result of his leadership we immediately saw an increase in customer satisfaction scores for IT services. I truly believe that Craig is exceptionally qualified to contribute to the success of any organization."

— **Jennifer Duff**, *CFO, MPAY Inc.*, worked with Craig at MPAY Inc.

[Contact Craig on LinkedIn](#)