

## SUMMARY OF QUALIFICATIONS

Accomplished visionary leader with expert ability to facilitate curated transformational change while optimizing essential resources in domestic & global climates. 29+ years of a multifaceted professional portfolio across non-profit, k-12 education, professional development, and enterprise environments. A proven reputation of aligning technology with evolving organizational goals and objectives. Offering powerful, wide-angle lens leadership with unique integration of accomplished technical experience, technology acumen, business intelligence, digital transformation, technology innovation, and executive management

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## SIGNATURE PROFICIENCIES

LEADERSHIP | STRATEGIC PLANNING | DIGITAL TRANSFORMATION LEADERSHIP | TECHNOLOGY INNOVATION  
ENTERPRISE APPLICATIONS & INTEGRATIONS | OPERATIONAL EXCELLENCE | PROJECT MANAGEMENT | DATA GOVERNANCE  
TALENT ACQUISITION AND MANAGEMENT | TEAM ARCHITECTURE | CROSS FUNCTIONAL TEAM LEADERSHIP | CYBERSECURITY  
ENGAGEMENT WITH ALL LEVELS OF MANAGEMENT | EXECUTIVE STAKEHOLDER ENGAGEMENT | GENERAL LEGAL COUNSEL ENGAGEMENT  
COACHING & MENTORING | EMPOWERMENT & PROFESSIONAL DEVELOPMENT | PERFORMANCE REVIEW | BUDGET ADMINISTRATION  
DATA GOVERNANCE | RISK MANAGEMENT | VENDOR RELATIONS | CONTRACT MANAGEMENT AND NEGOTIATIONS | COMPLEX SYSTEM INTEGRATIONS

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## TECHNICAL SKILLS

SALESFORCE | ORACLE | CRM | AMS | PERSONIFY | AGILE | SDLC | SCRUM | OTIMIZELY | AI | CHATGPT | CURSOR  
CLAUDE | MERIDIAN | DOCEBO | LMS | HIGHER LOGIC | CMS | DRUPAL | OPTIMIZELY | ELOQUA | REAL MAGNET  
API'S | WEB SERVICES | SSO | WINDOWS SERVER | EXCHANGE | CLOUD | CID | AWS | IPASS | DEVOPS  
OFFICE365 SUITE | MONDAY | SMARTSHEET | TELEPHONY | HARDWARE | NETWORK INFRASTRUCTURE AND OPERATIONS

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## PROFESSIONAL EXPERIENCE

### **SR. DIRECTOR, TECHNOLOGY INNOVATION • Society of Actuaries, Chicago, IL • 2024 - Current**

Lead enterprise technology innovation strategy and oversee digital platforms, application ecosystems, business intelligence, and DevOps operations for a global professional organization.

#### Key Achievements:

- Executive sponsor and strategic lead for a large-scale enterprise Salesforce transformation initiative, modernizing the organization's digital ecosystem through the implementation of Salesforce as the next-generation CRM and association management platform, driving operational scalability, process automation, data modernization, and enhanced member engagement across the enterprise.
- Lead enterprise application strategy supporting global member operations, overseeing cross-functional technology teams, modernization initiatives, vendor partnerships, and mission-critical platforms serving thousands of stakeholders.
- Directed enterprise identity and access modernization strategy through the implementation of a federated single sign-on (SSO) architecture leveraging Auth0, strengthening enterprise security, improving user experience across integrated platforms, and establishing scalable authentication governance aligned with organizational cybersecurity and digital transformation objectives.
- Led enterprise DevOps modernization initiatives supporting more than 100 annual Salesforce deployments, establishing scalable release management frameworks, automation standards, and Agile delivery practices that improved deployment velocity, operational stability, and cross-functional collaboration across enterprise technology teams.
- Collaborated with operational IT leadership to align innovation initiatives with cybersecurity and compliance requirements.
- Developed and executed a 5 year enterprise technology roadmap aligning digital transformation, Salesforce modernization, DevOps maturity, and data strategy initiatives with organizational growth, operational scalability, and long-term business objectives.
- Directed multimillion dollar technology budgets, optimizing spend across infrastructure, applications, security, and digital transformation initiatives.

#### **DIRECTOR, APPLICATIONS AND BUSINESS INTELLIGENCE • Society of Actuaries, Chicago, IL • 2018-2024**

Oversaw operational management, enhancements, and modernization of the organization's core customer facing systems and infrastructure.

Key Achievements:

- Led operations, reliability, enhancement, and modernization efforts for the organization's Association Management System (Personify.)
- Oversaw enterprise reporting and analytics operations delivering more than 1,400 business intelligence and reporting requests annually.
- Built and scaled DevOps capabilities that reduced deployment timelines by more than 50% while improving platform stability.
- Directed enterprise integrations across CMS, LMS, e-commerce, community, and third-party systems.
- Managed strategic technology vendors, enterprise contracts, and annual budgets exceeding \$2M.
- Improved organizational resiliency through disaster recovery planning, business continuity initiatives, and governance improvements.
- Maintained high-performing teams with greater than 90% employee retention through mentorship, coaching, and professional development.
- Played a key leadership role in enterprise readiness and strategic planning for the organization's digital transformation initiative.

#### **MANAGER, WEB AND MOBILE TECHNOLOGY • Society of Actuaries, Chicago, IL • 2015-2018**

Provide managerial leadership for the project management, implementation, integration, enhancement, and support for SOA's web and mobile technology solutions to support the organizations mission, vision and long-term goals. Responsible for all aspects of web and mobile implementations and ongoing management including design, development, testing, monitoring, vendor relations, stakeholder coordination, security, project leadership and underlying hosting infrastructure. Ensure technology and infrastructure meet the SOA's strategic technology goals, standards and priorities. Directly supervise application support and web infrastructure teams.

- Provide technical expertise and oversight for complex system integrations between SOA's core systems including the content management system, association management system, e-learning platforms, collaboration platforms and all associated web based applications.
- Proactively manage, enhance, maintain and support SOA's e-learning platforms.
- Implement, manage, enhance, maintain and support SOA's online collaborations platforms.
- Implemented SOA's main search platform and provide expert recommendations regarding integration and related metadata projects and SEO efforts.
- Successfully modernized entire underlying web infrastructure while reducing cost over 46% for all managed hosting services.
- Implement high availability for SOA's main member facing website to eliminate downtime during high traffic times, as well as, site maintenance and deployments.

#### **IT PROJECT MANAGER • Congress of Neurological Surgeons, Schaumburg, IL • 2011-2015**

Provided leadership for the successful planning and execution of software development and implementation projects. Managed project teams and related implementation activities according to plans and within budget. Provided managerial leadership and guidance over software development projects, facilitating all phases of the project life cycle including scope definition, analysis, design, development, testing, implementation, and post implementation. Created and managed all aspects of project including timelines, deliverables, and budgets for mobile and web based applications.

- Successfully managed and implemented the organizations new content management system and its related integrations with the learning management system and association management system.
- Successfully managed the implementation of the organization's new learning management system on time and within budget. Managed and directed the integration efforts for the LMS with the associations AMS and CMS systems.
- Managed the implementation and upgrade of the association management system including leading the core team through the discovery, implementation, and upgrades. This includes, but not limited to, leading the project, documenting organizational SOP's, conducting an RFP process, coordinating associated demos with AMS vendors, conducting the discovery process to determine feasibility and return on investment of moving to a new AMS.
- Implemented a change management process to coordinate and respond to requests for changes from original project specs and design.
- Worked in conjunction with volunteer members of the Information and Technology Committee to develop project plans that define key activities, timelines, and resource requirements necessary to achieve IT objectives.
- Manage project teams inclusive of volunteers and outsourced network administrators.

**PROJECT MANAGER • Don Johnston, Inc., Volo, IL • 2010-2011**

Provide managerial leadership and guidance over software development projects, facilitating all phases of the project life cycle including scope definition, analysis, design, development, testing, implementation, and post implementation technical support. Controlled project timelines, deliverables, and budgets as lead project manager for all web based and mobile projects.

- Reporting directly to the Director of R&D; manage the technical teams in software production for native, mobile, and web applications with project budgets regularly exceeding \$1 million
- Revamped project execution methodologies and staff accountabilities with deliverables meeting budget and schedule requirements where previously 1 to 2 year schedule overruns were not uncommon.
- Collaborate with clients, with technical staff presence, on current products, or in-progress work to mitigate risk, and search for opportunities in new products, or enhancements of current product lines.

**TECHNOLOGY COORDINATOR • Community Unit School District 300, Carpentersville, IL • 2007-2010**

Direct oversight and responsibility for the coordination of all aspects of technology functions and operations, ensuring optimal performance of servers, clients, backup systems, and VoIP telephones throughout all schools within the district.

- Provided managerial leadership over the network operations center (NOC) for the entire district comprised of computer labs, laptop carts, and teacher assigned laptops.
- Performed initial setup, configuration, and routine maintenance of all servers, networking, backup, and client systems including Macintosh and Windows platforms; created, installed, and maintained client system images and IP addresses on both PC and Mac platforms.

**LEAD QUALITY ASSURANCE ANALYST • Don Johnston, Inc., Volo, IL • 2004-2007**

Led the development and deployment of testing solutions for in-house and third-party software products, ensuring the continued availability of industry leading educational solutions. Provided managerial leadership for a team of five, delegating project responsibilities, testing plans, and regression schedules.

- Deployed and maintained quality assurance testing machines (servers and client machines) and bug tracking database systems for all products.

**PROGRAMMER & COMPUTER CONSULTANT • ICS Solutions Inc./Hunting.net Inc., Dundee, IL • 1998-2002**

Planned and coordinated the deployment and implementation of PC/Macintosh computers into client networks, performing initial setup and installation while providing post-implementation technical support.

- Developed and maintained web properties for the largest family of hunting related websites.

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**EDUCATION AND CERTIFICATION**

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**Bachelor of Science, Technical Management  
Concentration in Computer Information Systems  
DeVry University, Addison, IL**

**Scrum Alliance Inc. – Certified SCRUM Master  
Salesforce - Certified AI Associate  
Salesforce - Certified Associate**