

Visionary Leadership and Expertise in Technology Strategy and IT Operations Management

Dynamic, accomplished, and results-oriented business technology leader with 20 years of progressive experience and proven ability to successfully direct information solutions, project management, and support services operations. Successful in creating vision, identifying opportunities, and building successful organizations. Expertise in overseeing technology improvement initiatives and aligning information services with business goals. Proven track record of cutting costs while retaining productivity. Experienced with leading enterprise-wide implementations with a solid background in software engineering, business application solutions, and operations management. Highly proficient communicator effective at managing relationships between strategic leadership, third-party vendors, and clients.

AREAS OF EXPERTISE

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|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Application Architecture and Roadmaps | <input checked="" type="checkbox"/> Team Building and Partner Relations |
| <input checked="" type="checkbox"/> IT Operations and Emerging Technologies | <input checked="" type="checkbox"/> New Product Launch and Management |
| <input checked="" type="checkbox"/> Business Process and System Integration | <input checked="" type="checkbox"/> Process and Productivity Improvement |
| <input checked="" type="checkbox"/> Software Development Life Cycle (SDLC) | <input checked="" type="checkbox"/> Startup and High-Growth Organizations |
| <input checked="" type="checkbox"/> Project Planning and Program Management | <input checked="" type="checkbox"/> Strategic Planning and Tactical Execution |
| <input checked="" type="checkbox"/> Leadership and Performance Enhancement | <input checked="" type="checkbox"/> Onshore, Offshore and Near-Shore Expertise |

CAREER HIGHLIGHTS

- ✦ Recognized for consistent success in developing systems, plans, and procedures to streamline corporate and client operations, improve processes, and enhance performance.
- ✦ Efficiently managed operational strategies and directed enterprise-wide implementation projects flawlessly while consistently delivering desired results and contributing to revenue producing activities.
- ✦ Produced substantial cost savings, optimized systems, and successfully utilized technology and engineering solutions to maximize business efficiencies in a variety of intensely competitive industries.

EXPERIENCE & ACHIEVEMENTS

IMPROVITY MEDICAL, Los Angeles, CA

2010-Present

Vice President of Technology

Hired to transform ad-hoc shop to an organized department with streamlined operations. Direct software engineering, quality assurance, and production support teams. Serve as member of the senior management team, responsible for setting up and implementing company's development plans. Work closely and effectively with key customers to ensure needs are consistently met. Establish and implement policies and procedures to comply with insurance management, government healthcare regulations, and HIPAA compliance for medical office.

- Developed work processes in a startup environment, which increased quality without affecting time-to-market.
- Established an offshore engineering team which was able to control costs without reducing productivity.
- Setup 24x7 proactive system monitoring which resulted in 60% decrease of downtime.
- Designed and implemented systems migration to a redundant architecture which eliminated the need of downtime for releases and maintenance.

EXPERIAN INTERACTIVE MEDIA (formerly LowerMyBills.com), Santa Monica, CA

2006-2010

Director, Information Technology, Production Engineering

Directed all aspects of cross-functional engineering department and oversaw development of projects for an online lead-generation aggregator for lending, education, credit, and insurance products. Managed software development, quality assurance, production support, and release management organizations consisting of up to 30 professionals. Supervised department's activities related to weekly releases. Developed and implemented quality processes and standard operating procedures by introducing metrics and documentation. Produced status reports, progress statistics, and business-oriented metrics as well as ROI studies, cost savings comparisons, and financial analysis to company executives.

- Quadrupled number of simultaneous projects for team to handle through effective resource management, without increasing headcount.
- Reduced labor cost by over 50% by initiating and planning outsourcing of QA and development resources and implementing an off-shore development team in Chile for the company.
- Increased efficiency by 50% through change release cycles and established development practices and entire software development lifecycle.

EXPERIAN INTERACTIVE MEDIA – Continued

- Established and managed an offshore development and testing team which provided services to multiple engineering organizations in the company.
- Led a smooth transition of taking an ad-hoc startup team in a dysfunctional environment and transformed it into a cohesive, aligned engineering organization with improved morale under leadership.
- Designed and set up application monitoring systems to proactively alert proper staff of production problems.
- Virtually eliminated production deployment issues by establishing release management processes.
- Formulated suggestions for defining, prioritizing, and completing projects on schedule and within budget.
- Restructured the engineering department after three rounds of layoffs to maintain consistent workflow.

SQATEST, INC., Walnut Creek, CA

2002-2006

Director, Technology Solutions

Directed design and implementation of technology solutions for company's clients. Focusing on software development processes, helped clients achieve higher ROI, reduce cost, and increase productivity. Designed quality programs which helped achieve product excellence without jeopardizing release schedules. Established software release methodologies appropriate for fast-paced companies. Performed quality audits.

- Reduced project lifecycle by 35% by improving development process.
- Consulted senior technology executives on methods to improve productivity, while preserving costs.
- Designed and executed an efficient outsourcing methodology which returned expected positive results.

BRODIA GROUP, San Francisco, CA

1999-2002

Senior Director, Product QA and Testing

Managed all aspects of testing and quality assurance groups for a provider to Fortune 500 companies in areas of high security online payments; heavily involved in developments using wireless WAP, Palm, and smart cards technologies. Developed and maintained department's budget. Prepared and led all audits performed by customers.

- Generated revenue and profit as opposed to a cost center. Built a world class quality organization which attracted clients over more established and larger competitors.
- Established QA department and reporting that demonstrated true cost of quality.
- Planned and built the QA department from scratch, including a state-of-the-art QA testing lab.
- Developed release criteria and effectively managed over 20 simultaneous company projects.
- Designed product development management tracking tool to analyze progress and minimize risks.

CLARIFY, INC., San Jose, CA

1995-1998

Project Lead

Developed enterprise level back office software for helpdesk, logistics, and sales management. Identified customer needs to understand expectations, translated into business requirements, and provided technical support during pre-beta and beta releases. Delegated tasks, scheduled staff, and communicated status to management and clients.

- Led QA "SWAT" team with full responsibility for all high risk and high visibility projects.
- Developed company-wide standards for QA Partner automation and maintained QA Partner libraries.

WINDTEST INSTRUMENTS, INC., Los Altos, CA

1995-1996

Director of Operations

Oversaw all day-to-day operations of the consulting division for a QA consulting and professional training company. Effectively managed quality assurance and Internet projects.

- Increased company's revenue by 800% over a one-year period.
- Dramatically increased number of active clients from 3 to over 40 within one year.
- Collaborated with clients to consistently meet or exceed performance requirements and expectations.

HONORS & RECOGNITION

Member, International Who's Who of Information Technology
 Featured in customer profile article in Segue.Com newsletter (makers of SilkTest), 1999 and 2000
 Guest Speaker, University of San Francisco, Computer Science Department