

Senior Information Technology Executive skilled in delivering reliable, quality, relevant, high-performance business solutions within schedule and budget. History of growing successful teams by putting people first and following the servant leadership philosophy resulting in improved corporate performance. Hands-on, in-depth technical decision maker and expert communicator experienced with complex integrations and acquisitions, developing and delivering new features and systems, strategic partnerships and meeting security compliance requirements.

Seeking to apply information technology management expertise and best practices to improve organizational performance.

- **Business Solutions:** Grew multiple high performing teams and managed the development, delivery and support of the primary business software and SaaS models increasing efficiency and adding \$30M/year in additional sales. 2017 – 2020.
- **Systems Delivery:** History of successfully delivering reliable, high-quality, high-performance systems over 15 years driving Quotit to grow over 193% annually and through two acquisitions. 2005 – 2020.
- **Cost Savings:** Saved \$15M/year by developing in house replacements to replace subscription systems. 2017 – 2020.
- **Transformation:** Converted business and technological processes in two companies from brick and mortar 9-5 into 24x7x365 operations resulting in new lines of business and new customer markets allowing diversification of business products and increased sales. 2008 – 2017.
- **Security and Compliance:** Achieved and maintained security compliance certifications for MARS-e, NIST 800-52, SOC I & II, PCI, and HiTech) and renewal certifications for multiple systems required for integration with the Internal Revenue Service and Health and Human Services Federal Data Services Hub. Integration with the Federal HUB keeps customers in company sales system resulting in better customer experience increasing customer retention, loyalty and sales. 2012 – 2020.

Strengths that Impact Across the Enterprise

- | | | |
|----------------------------------|-----------------------------------|--------------------------------|
| ▪ Software & Systems Development | ▪ Team Leadership & Collaboration | ▪ Business Continuity Planning |
| ▪ Strategic Planning & Analysis | ▪ Systems Integration | ▪ Technology Operations |
| ▪ Operational Streamlining | ▪ Staff & Performance Management | ▪ Cost & Expense Control |
| ▪ System Security | ▪ Requirements Gathering | ▪ Quality Control & Assurance |
| ▪ Risk Management | ▪ Resource Management | ▪ Change Management |

Delivering Systems and Solutions for Over 25 Years

NATIONAL GENERAL INSURANCE (Public \$5B Annual Revenue: Financial/Insurance), Irvine, CA

2017 – Present

Vice President Information Technology

Reported to the CIO and Senior Vice President of IT. Joined as part of National Generals acquisition of Quotit from Word & Brown to develop the National General Technology Division and SaaS capabilities. Successfully developed multiple Agile software development teams consisting of full-time and offshore personnel delivering 50+ projects annually as the genesis of the Technology Division and launched SaaS platform.

- Developed SaaS systems and transitioned company off external subscription systems onto it saving \$15M/year and increasing sales \$30M/year. SaaS software also enabled new lines of business creating additional \$10M/year in revenue.
- Co-created a division roadmap and a multi-year portfolio to coordinate, prioritize and schedule 150+ projects required to maintain existing systems, maintain compliance with government regulations and security frameworks, and deliver new functionality on schedule and on budget allowing the division to meet and exceed financial targets and planned feature milestone releases.
- Implemented system interfaces with Centers for Medicare & Medicaid Services and the Federally Facilitated Marketplace Hub keeping customers on company system and increasing successful applications by 50%.
- Ensured full compliance with MARS-e, NIST 800-32, SOC I & II, PCI, and HiTech standards and protocols enabling continued connection to Federal HUB, carriers, and payment processors.
- Oversaw creation and growth of new nearshore development office increase resource pool and decrease development costs. Decreased company development costs by 50%.
- Acquired and integrated AgentCubed systems and personnel into the National General Technology Division accelerating new feature development by two years saving \$6M in development costs.

QUOTIT CORPORATION/WORD & BROWN (Private \$300M Annual Revenue: Financial/Insurance), Orange, CA 2004 – 2017
Vice President of Software Development

Reported to the CIO. Hired to direct and manage teams, all IT (data center, servers, networking, office) and software development. Managed the implementation of all data systems, ensuring the systems' effectiveness and meeting the business needs. Ensured compliance with all technology standards and policies (Quotit is ISO 9001:2008 Certified).

- Led Agile software development staff of employees and offshore contractors delivering 20+ projects annually meeting company financial targets and planned releases.
- Modified Quotit systems to meet the Affordable Care Act requirements and integrated with the Federal Data Services Hub allowing continued company operations.
- Partnered with Xerox Corporation to develop and deliver the Nevada State Exchange expanding company lines of business creating additional sales channels.
- Quarterbacked co-development efforts across the five Word & Brown business units and integrations with multiple lead vendors and insurance carriers consolidating and simplifying sales processes
- Trained and developed staff and ensured compliance with MARS-e and PCI to insure compliance and continual access to the Federal Data Services Hub and credit card processors.

PLEXUS GROUP/JP MORGAN CHASE BANK (Public \$43B Annual Revenue: Financial/Major Banks), Seal Beach, CA 2003 – 2004
Senior Systems Manager

Reported to Director of Software Development. Hired as key member of the development team to develop new financial analysis software with SQL, Crystal Reports, and Visual Basic. Designed and delivered financial analysis software and a report generation system and market data collection system.

- Steered company consultants who were charged with generating requirement specifications for new applications matching them to the existing system capabilities to determine bridging requirements resulting in successful delivery of new financial analysis software.
- Conducted troubleshooting on and maintained existing legacy code that collects market data and client data and generates the primary company product (business critical customer facing trading report).

INALYSIS, INC (Private \$6M Annual Revenue: Business Services/Custom Computer Programming), Irvine, CA 2000 – 2002
Information Technology Manager and Senior System Architect reported to Vice President of Software Development

THE PLEXUS GROUP (Private \$11M Annual Revenue: Financial / Banking – Pre-JPMorgan acquisition), Los Angeles, CA 1999 – 2000
Senior Software Developer reported to Director of Software Development

NEXTEL COMMUNICATIONS (Public \$3.3B Annual Revenue: Communications / Telcom), Irvine, CA 1997 – 1999
Radio Frequency Engineer reported to Director East Los Angeles & Orange County

MILITARY EXPERIENCE

Commissioned officer in the United States Air Force. Served from 1993 to 1997, managing a \$30M engineering support contract and managing a \$2.65M budget for the development of the military's next generation Global Positioning System (GPS) Secure Cryptographic Device. Honorable discharge at the rank of Captain.

EDUCATION

University of Southern California, Los Angeles, CA | MS, Computer Science | BS, Computer Science