

JOHN SMITH III

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INFORMATION TECHNOLOGY EXECUTIVE

Received New York Times Award for Highest Distinction in Business Strategy

Performance-focused and visionary IT leader with 20+ years of experience in positively impacting corporate effectiveness through expert development, enhancement, and orchestration of technology systems. Strategically maximize the value of human and technical resources to grow revenues, slash operational expenditures, ensure continuous delivery of outstanding service and increase overall efficiency. Enhance IT functions by serving as a true business partner to decision makers; design high-level strategic plans, goals, policies and procedures to align IT resources with enterprise objectives on a global level. Maximize team performance by establishing a "shared vision" with corporate mission and core values.

Professional Strengths:

- Synchronize Capacity Planning with Business Strategy
 - Define IT Architecture to Ensure Business Continuity
 - Lead Change & System Improvement Initiatives
 - Deliver Win-Win Vendor Negotiations
 - Align Project Management with Risk Analysis
 - Systems Administration & Data Security
 - Deliver Flawless Execution of IT Strategies
 - Drive Measurable IT Performance Improvements
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PROFESSIONAL EXPERIENCE

Director of Information Technology

Zoogle, Inc., Springfield, IL, 2010 – Present

Serve as a change agent strategist, successfully driving organic growth through strategic planning, policy development, workflow prioritization, project supervision, and oversight of all information technology functions for this disruptive video conferencing and telepresence provider. Take full responsibility for all aspects of the organization's information technology and systems. Achieve measurable contributions in the areas of cost reduction, efficiency, teamwork, and process automation. Establish priorities and strategies for information systems, working with senior executives to align technology investments with business objectives. Proven track record of success in building talented IT teams who solve complex technical problems in fast paced production environments. Areas of management responsibility include: systems, applications, database administration, global network operations, datacenters, and information security.

KEY ACCOMPLISHMENTS

- **Ensured public readiness** as a single point of control for management to ensure proper global network operations.
- **Implemented and formalized** the company's first Change Management process enabling application owners to make decisions based on risk and impact, providing the business with relevant and timely improve system availability.
- **Earned a management reputation as a common-sense leader** who developed highly competent IT operations and provided organizational leadership in the management of IT operating expenditures and capital investments.
- **Experienced in understanding performance drivers** in development of organization's first Information Security Policy.
- **Gained technical experience in securing and protecting** the company's data, systems, and operational capabilities.
- **Ensured the efficient operation of IT functions** by selecting, developing, and evaluating dynamic IT team personnel.
- **Reviewed and streamlined IT processes** for system acquisition and maintenance while pursuing new agreements.
- **Implemented organization's first disaster recovery solution—set forth a new contingency plan using MS SQL log shipping.** Information replicated offsite providing users with the ability to run applications remotely.
- **Championed the automation of several processes—freed up resources for more strategic work, avoided redundancy, and achieved better interfacing between steps.**
- **Increased network and system availability by 77%—audited the effectiveness of core IT systems and program applications.** Implemented changes including modernizing operating systems and segmenting networks to alleviate congestion and achieve results.

Director of Infrastructure

Upstate Financial Services (UFS), Albany, NY, 2006 – 2010

Served as a change agent strategist successfully driving organic growth through strategic planning, policy development, workflow prioritization, project supervision, and oversight of all information technology functions for this premier provider of financial research and estimates data. Coordinated the evaluation, deployment, and management of current and future IT systems across the organization. Developed and maintained an appropriate IT organizational structure that supported the needs of the business while establishing IT departmental goals, objectives, and operating procedures.

KEY ACCOMPLISHMENTS

- **Deeply involved in business strategies to deliver high quality, dependable IT systems and services that drove growth, performance improvement, revenues, and profitability.**
- **Migrated equipment from legacy data centers to newer facilities; increased computing and storage capacity using virtualization technologies,** resulting in improved user satisfaction.
- **Avoided \$20k+ in software licensing costs through the deployment of open source tools—increased stability;** achieved higher level of security, support and accountability; and realized a decreased dependence on vendors.
- **Saved \$300k annually, increased flexibility, and ensured system stability by hiring in-house management and engineers,** enabling the elimination of outsourcing.
- **Assembled a mission critical technical operations team to support large infrastructure that could index, tag, and serve up to 25 million research and estimates documents.**
- **Instituted a culture of accountability—developed a high-performance team with a reputation for integrity,** quality, efficiency, and reliability in the development, enhancement, and support of software and systems.
- **Promoted and oversaw strategic relationships between internal IT resources and external entities,** including, vendors and business partner organizations.
- **Demonstrated track record in controlling the information technology annual operating and capital budgets,** developing business case justifications and cost/benefit analyses for IT spending and initiatives.

Senior Director of Operations / Director, Information Security

Merc Exchange (Chinet), Springfield, IL, 2004 – 2006

Led operations of Options, Equities, and ETF's electronic trading platforms and other applications. Led Information Security initiatives, including architecture, patch management, vulnerability scanning, penetration testing, responding to internal/external audits, responding to inquiries from the Securities and Exchange Commission (SEC). Managed 17 direct reports and 143 indirect reports across 2 locations. Ensured quick and effective response to system outages, and ensured adequate coverage and continuous monitoring of network infrastructure, applications, and services.

KEY ACCOMPLISHMENTS

- **Captured \$500K+ savings in Software licensing costs through adoption of open source tools.**
- **Maintained the company's information security policies and practices** while directing the development and execution of an enterprise-wide loss recovery and business continuity plan.
- **Created an information security risk assessment process—closed previous audits; improved infrastructure;** maintained data integrity; designed effective controls to address SEC & NASDR(FINRA) compliance requirements.
- **Aligned relationship between technology and business interests with P&L to drive quantifiable savings.**
- **Right sized organization by 50% while increasing team productivity by 67%.**
- **Provided management leadership for 5 different shifts through the corporate vision/strategy—placed value on human capital, successfully** leading through example.
- **Led cost/benefit analysis of business systems:** cost reduction/control, policy and procedure development, etc.
- **Directed large-scale projects, balanced resources, allocated decision-making—delivered results within** time schedule, budget, quality standards, and regulatory compliance.

Senior Director of Operations

NetServer Corporation, Springfield, IL, 2000 – 2004

International internet hosting, access, and applications provider with \$100 million in annual revenues. Spearheaded operations for Information Technology (IT), Internet Data Centers (IDCs), Global Network Operations (GNOC), and Network Engineering/Services across the U.S. and 2 locations in the U.K. Controlled \$22 million budget, supervised 5 Directors and 90+ indirect reports, and oversaw \$4.9 million in annual capital improvement projects. Supported \$40 million annual network and collocation revenues through expert alignment of technical, financial, and HR. Supervised recruitment, development, and retention of IT staff in accordance with budgetary objectives and personnel policies.

KEY ACCOMPLISHMENTS

- **Grew revenue 33% by restructuring pricing to account for increased power and cooling demands.**
- **Integrated \$12 million application operations center acquired from Aptegritty into customer care department,** restructuring GNOC and creating new tier II network/systems engineering group.
- **Introduced and executed a cost saving initiative that pulled in a \$14 million reduction—audited vendor agreements and calculated termination liabilities.**
- **Slashed annual network costs \$20 million and boosted performance and availability 48% following.**
- **Spearheaded IDC audit and obtained SAS 70 attestation.** Established baseline for space, power, and cooling.
- **Initiated workflow review between Salesforce.com, Remedy, and Oracle Financials** to better serve business needs improving overall quote, FOC (Firm Order Commitment), and billing process.
- **Created, designed and implemented an international 1.5Gbps IP backbone using Juniper M40's.**

Network Engineer

ICap Company, Springfield, IL, 1999-2000

Nationwide Tier 1 internet service provider with \$175M in annual revenues. Designed ISP infrastructure and devised operating procedures. Trained network operations personnel on DNS, IP routing, and other protocols.

KEY ACCOMPLISHMENTS

- **Chaired executive information security committee and developed information security policies.**
- **Obtained ICSA Labs TruSecure Certification** by successfully passing network security tests.
- **Saved thousands of dollars by utilizing existing structured cable plant for connectivity,** and by reconfiguring out-of-band management network to administer and operate Tier 1 internet backbone.
- **Performed hardware evaluations to determine performance and compatibility with existing systems.**

Systems Administrator

Intel Corporation, Springfield, IL, 1995-1999

Regional dialup internet service provider that provided internet services to municipalities and school districts.

KEY ACCOMPLISHMENTS

- **Delivered significant cost savings** by repurposing decommissioned equipment to increase capacity.
- **Ensured continuous delivery of IT services** via oversight of SLAs and the monitoring of IT systems performance.
- **Effectively managed/negotiated vendor relationships** and evaluated contracts for hardware, software and services.

EDUCATION & CERTIFICATIONS**Master of Business Administration (MBA) in Finance** – Illinois University, Springfield, IL**Bachelor of Science, Electrical Engineering (BSEE)** – Illinois Institute of Technology, Springfield, IL**Certified Information Systems Security Professional (CISSP)**