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Notable Accomplishments:

ERP Cloud Migration

Migrated on-premise Ellucian Banner ERP to AWS cloud environment, incorporating 40+ integrations, reimagining 50+ custom-built legacy applications, and rewriting hundreds of scripts.

Learning Commons Opening

Oversaw the technology implementation and opening of Kettering University's four-story, 105,000-sq.-ft state-of-the-art collaborative building including a digital library, a 300-seat auditorium, dining facilities, media resource centers, makerspace, and a dozen wireless AV-over-IP collaborative workspaces.

Hybrid Workforce Transformation

Taking over at the turning point after COVID remote work and a return-to-office, established a hybrid team framework that balances the flexibility and autonomy of remote work with accountability, collaborative dynamic, and agile mindset.

Digital Process Transformation

Worked side-by-side with business units to transform processes like benefits open enrollment, thesis guidance, data archiving, faculty tenure records, and consolidated siloed data into centralized, trusted sources.

University Intranet Implementation

To separate content between internal and external audiences, led the requirements gathering, technology and vendor selection, project management, user training, and rollout of a Drupal-based employee and student-facing intranet portal.

Career Summary:

Collaborative strategic leader with a diverse 20+ year foundation of full-stack web application development, branding and external relations, program management, and executive leadership in higher education technology. Excelling in enterprise-wide initiatives, successful solution implementations have been consistently driven through cultural leadership and fostering organizational alignment.

MBA, Kettering University, 2023
BS, Graphic Design, Syracuse University, 2007

Kettering University, Flint, MI

Vice President,
Instructional, Administrative, and Information Technology
10/23 - Present

Interim Vice President,
Instructional, Administrative, and Information Technology
8/21 - 10/23

Web Developer
11/15 - 8/23

Hired to lead the implementation of a new intranet web application, the Web Developer position evolved into a program management role, coordinating enterprise-wide projects including application branding, digital transformation, software implementation, and IT ambassadorship to the wider university. This organization-wide understanding of business needs and processes coupled with an established ability to build relationships and handle change management with diplomacy led the president and outgoing vice president of technology to offer the opportunity of interim vice president.

Jumping immediately into critical high-impact projects including opening a first-of-its-kind building and leading an ERP cloud migration, endorsement from both executive leadership and the wider community meant that no other replacement vice president was sought. Once the position's prerequisite master's degree was in place, the interim was officially dropped from the role. The vice president of technology serves in the president's cabinet as the Chief Information Technology Officer, overseeing the IT departments to maintain existing technologies, coordinate technology needs, and implement technology initiatives that serve the strategic goals of the University.

- **Budget**
\$1.9M operational budget, \$1.6M staffing budget, deferred accounting to track and project expenses/uplift, contract negotiation, procurement
- **Compliance**
PCI, HIPPA, FERPA, HLC and ABET accreditation compliance
- **Cybersecurity**
Secure infrastructure, community education/training, implementation of least privilege principles, privileged user management design
- **Customer Service**
Oversight of Help Desk, ticketing system, customer service expectations, user training, event support, desktop computing, software support
- **Data Stewardship**
Coordination of data governance, enforcement of SSOT principles, integration design
- **Technology Strategy**
Understand business unit needs, design the wider technology ecosystem, create roadmaps for implementation
- **Communication**
Dissemination of high-level strategic initiatives, internal communication of projects and initiatives, establish culture, direct change management
- **Executive Leadership**
Foster cross-divisional relationships, report progress and KPIs to leadership and Board of Trustees, develop enterprise strategy

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Notable Accomplishments:

LMS SaaS Migration

Led accelerated conversion of cloud-hosted Blackboard LMS to SaaS delivery including conversion to API-based ERP integration with Ethos data structure.

Slate CRM Implementation

In a collaborative project with marketing, enrollment, graduate studies, and academics, transitioned from Salesforce to Slate CRM. Integration between CRM and ERP was also modernized, transitioning from flat-files to API calls.

Touchnet Payment Solution

Consolidated multiple payment processing systems and University processes onto a single provider incorporating tuition payment, dining and meal plans, ID and door access, student accounts, and storefront capabilities.

Content Management System Migration

Led The Fletcher School's modernization of their static HTML/.NET marketing site to a distributed-ownership content management system including project management, overseeing contracted employees, internal communication, documentation, and user training.

Esports Team Transformation

Elevated a small esports team to the largest student-involvement activity on campus with multiple titles achieving national championships. Enabled Esports Director to establish a homegrown talent culture that not only created a high-performing team but also became a powerful recruitment tool and increased student retention and academic achievement for participating students.

Rice University, Houston, TX

Web Developer 12/12 - 11/15

Deployed to a variety of technologies across a chargeback-model full-stack web development team, quickly picking up new technologies was essential for ensuring business continuity amid turnover. Depending on the project, product delivery was often inclusive of front-end design, agile application development, and sysadmin responsibilities.

- **Server administration**
WISA, LAMP
- **Business Analyst**
Discovery, client management, continuous improvement
- **Content Management System Administration**
Drupal, CMS400, Wordpress
- **Web development**
.NET (VB/C#), PHP, Coldfusion, SQL

The Fletcher School at Tufts University, Medford, MA

Web/Multimedia Designer 4/11 - 11/12

Oversaw web and brand presence across web, print, and ads for Tuft University's graduate school of international affairs. Led full-school site migration from static HTML to Content Management System, including project management, staff supervision, community messaging, and user training. Utilized the web transition as an opportunity to create more cross-campus communication, particularly as a means of showcasing events, news, and accomplishments across the school.

- **Community training**
CMS training, feature documentation, organizing and hosting user collaboration/feedback groups
- **Media creation**
photography, video editing, graphic design
- **Web administration**
SEO, database management, web analytics

Massachusetts College of Pharmacy and Health Sciences, Boston, MA

Web Services Associate 10/08 - 4/11

Updated and maintained content as a part of a two-person team responsible for all college web applications. Worked with marketing to transition the public-facing site from a static HTML/.NET site to a modern dynamic content management system.

- **Web Management**
Solicit/update campus-wide content, .NET development
- **Marketing**
Online video management, alumni email marketing, advancement CRM implementation/development/maintenance