

JEFF RYAN

17221 Locust Street | Omaha NE 68116 | 402-871-9819 | jeff.ryan@icloud.com

SENIOR-LEVEL IT DEVELOPMENT & OPERATIONS LEADER IT OPERATIONS • APPLICATION DEVELOPMENT • SYSTEMS UPGRADES • M & A'S

Accomplished IT executive and results-driven senior technology leader with 20 years of IT management experience. Specific focus in leading Application Development, Program/Project Management, Quality Assurance and Infrastructure /Operations teams on complex transactional systems in multiple architectures. Well-developed troubleshooting expertise, as well as a disciplined and methodical approach to leading Information Technology teams. Strong experience with migrating systems to new architectures as well as data center moves. Experienced at leading teams through 10 challenging mergers and acquisitions. Process improvement focused, but in a pragmatic results-oriented way. Experience with integrating diverse technologies such as cloud, virtualization, and traditional physical architectures. Responsible for standing up active/active infrastructure to support Apple Pay product launch within 90 days.

For most of my IT career, I have been focused in a fast paced, high transaction processing environment, this has given me a unique perspective and set of experiences with:

- IT Operations Management
- IT Service Mgmt. Functions
- IT Strategic Planning
- Security Vulnerability Mgmt.
- 24/7 Operations
- Offshore / Onshore Staffing
- IT Infrastructure Design
- Mergers & Acquisitions
- Regulatory Compliance
- Alerting & Monitoring
- Disaster Recovery
- Managed Services
- Team Leadership & Mentoring
- System & Software Upgrades
- Service Level Agreements (SLAs)
- Vendor Management
- Hiring & Training
- Site Reliability Engineering

QUALIFICATIONS & HIGHLIGHTS

- ✓ **Flexible, and comfortable working with various levels of management and staff**, implementing new technology, upgrading systems, and driving focus on Automation.
- ✓ **Strong work history of promotions into progressively larger-scoped IT management roles** based on proven leadership skills.
- ✓ **Expertise in prioritizing, multi-tasking, and allocating resources** in fast-paced, ever-changing work environments.
- ✓ **Dedicated to identifying and leveraging opportunities to drive improvements** across all areas of IT operations.
- ✓ **Big-picture IT strategist**, with solid hands-on tactical execution and planning skills.
- ✓ **Transformational leader** with track record of leading teams through difficult mergers, acquisitions and organization changes.
- ✓ **Capacity to work independently as well as with teams** through excellent communication skills, and solid relationship building.
- ✓ **Patient, an excellent listener, empathetic toward both employer and staff.**
- ✓ **Managed Server, Database and Middleware infrastructure teams** responsible for thousands of instances in North America

PROFESSIONAL EXPERIENCE

FIRST DATA, Omaha, NE

2009 - Present

Global Financial Solutions for First Data, a \$12 billion global financial services company which handles 45% of the US credit and debit transactions, including prepaid gift card processing.

Vice President IT, Global Infrastructure and Operations (GIO) • 2013-Present

Over the course of the past 5 years in the operations area of First Data I have had a variety of positions in the below areas:

Production Systems & Application Operations iCTO:

- Application Operations for all GFS (Mainframe, Distributed, Output & New Architecture) 300+ applications
- Operation Engineering for critical applications to ensure production stability
- Production Control (Incident, Problem, Change, Production Launch Readiness)
- Performance Operations (High Availability, Performance Engineering, Capacity Planning, Solutions Architecture)
- Significant interactions with "C" level global banking clients, providing architectural overviews and review of First Data systems and solutions.

Professional Experience Continued...>

- Forged a strong relationship with development and infrastructure teams
- Infrastructure Project Management
- Ensured appropriate Capacity Management and Planning was in place to support of to 14K transactions per second

Infrastructure Teams Responsibilities - Installation, configuration, capacity management, 24x7 production support / operations for 5000+ instances across North America.

- **Server** - Windows, Linux, Unix
- **Database** - SQL, Oracle, DB2
- **Middleware** - Engineering and Level 2 Operations

IT Service Management Leadership Roles:

- **Business Service Management** – Established this team to act as a liaison between application development, infrastructure, product and account management business teams.
- **Availability Management** – \$12M program spanning 2 years to form a team to assess and engineer mission critical applications for high availability.
- **Performance Management** – Key SMEs responsible for engaging on difficult performance issues for critical systems.
- **Problem Management** – Follow through on root cause analysis and tracking and driving problems to a fix it forever state
- **Change Management** – Coordinated thousands of changes per month for the firm, provided operational KPIs
- **Service Management** – Service level tracking of over 5000 Service Level Agreements for external clients.

IT Director, Application Development Leadership – Distributed Systems - 2009 - 2013

- Led team of full-time developers and mix of on and offshore contract developers with a management team of 3 managers.
- Established policies and new procedures to reduce SLA penalties from \$186k monthly to zero within 6 months.
- Provided stewardship and architectural direction for the eCustomerService 2.0 (a card holder self-service site with over 32 million registered users) version upgrade/\$30M rewrite, and subsequent 100 plus banking client migrations.
- Coordinate all projects (eCustomerService, eMessenger - the standard edoc delivery solution) within the eBusiness suite of applications.
- Oversaw stabilization efforts, migration & deployment for the eMessenger product for 10 million card holders' electronic documents.
- Negotiated a multi-million-dollar 3-year Managed Services contract for the eBusiness suite with a contracting partner.
- Provided leadership and oversight for production issues. Maintained key client level communications often traveling to client locations and reporting progress and strategic plans.
- Recognized for efforts around stabilizing a large client operating environment and was awarded a "Center Stage Award" via business peer nominations from the Client Support Team.
- Enhanced department communication and morale with bi-weekly round-table meeting with all FTE's.
- Instituted formal project management reporting and oversight for troubled projects.
- Participated and co-led an initiative to institute a formal release management plan and calendar for the distributed applications.
- Led a cross functional team of Infrastructure, Architecture, Application Development, and Product management individuals to combine disparate application health assessments and develop a technology roadmap to communicate ongoing application health. This team also identified the top applications requiring immediate attention to initiate get-well plans.
- Established a team of managers to develop a formal internship program with local universities.
- Actively involved or directly led the following initiatives: Global Application Health, Internship Program Development, SharePoint Redesign

Professional Experience Continued...>

TD Ameritrade, Omaha, NE

1999 - 2009

A brokerage firm based in Omaha, Nebraska providing services for individuals and institutions that investing online.

Progressive career exposure to a variety of positions in Program Management, Quality Assurance and Development Management

Senior Enterprise Program Manager

- Establish project governance portfolio and processes for all projects within the Corporate Technology segment within 90 days.
- Coordinate all projects (PeopleSoft, Oracle Financials, Surveillance Applications, Helpdesk - Remedy) within the Corporate Technology portfolio.
- Established Small Project Process for Corporate Technology portfolio.
- Managed PeopleSoft Upgrade project (in RFP stage).
- Selected to be Integration Program/Project Lead for the Corporate Technology work-stream for thinkorswim.com merger.
- Educate & train the development and project teams on corporate SDLC processes.
- Responsible for all projects within the TDA Trust Company 401(k) business segment.
- Collaborated with business segment leaders to understand their business drivers and align projects to the business unit strategy.
- Worked with existing Trust PMO to incorporate corporate SDLC processes into current operations.
- Migrated existing disaster recovery Trust Company systems to new data center.
- Educated & trained development and project teams on corporate SDLC processes.
- Understand and assess staff on capabilities and develop staffing plans to meet current project demand.

Senior Manager - Testing & Quality Assurance

- Led the functional testing group of 8 Managers and 77 individual contributors through the difficult transition from multiple leadership changes and the introduction of an offshore program.
- Assessed the group for areas of improvement, gained management support for implementing solutions.
- Developed staff in the leadership areas of recruiting, training and process improvement activities.
- Reorganized the team to better align individual strengths with the appropriate fit.
- Worked with the team to establish an offshore presence in India.
- Established common metrics and reporting of software defects.
- Worked with the first offshore development team to develop a data masking solution.
- Reviewed various offshore companies for suitability of offshore testing. Involved in the selection of a vendor. Worked with the vendor to understand complexities of working with an offshore time difference.
- Responsible for Software Configuration & Release Management.
- Responsible for Performance Testing Team and Automation.

Senior Manager, Trading Systems

- Migrated the system/architecture from just over 30,000 trades per day to an industry leading number of over 500,000 trades per day all while maintaining a high degree of availability.
- Responsible for multiple hardware platform migrations and upgrades.
- Responsibilities expanded to influence all back-end IT decisions to better align with corporate strategic vision.
- Participated in nine M&A's, with direct responsibility in the Southwest Securities, Bidwell acquisitions; and the merger with TD Waterhouse. Orchestrated technical and business teams to successfully acquire and consolidate Bidwell in under 90 days. Was asked to lead the planning & execution for TD Waterhouse integration (the largest merger in Wall Street history). This responsibility included successfully migrating \$157 billion in cash and assets as well as 2.5 million clients. This was all done successfully over 60 + hours in a single weekend.

Professional Experience Continued...>

Manager, Trading Systems

- Originally hired as a Business Analyst - Trading Systems but promoted to Manager of Trading Systems within six months.
- Initial focus was on maturing development team by incorporating SDLC, project-tracking mechanisms, coding standards, team restructuring, and training.
- Managed numerous projects to fruition, focused on product enhancements and system optimization and was recognized as contributor for TD Ameritrade's success in regaining top position in several areas including system speed and reliability as recorded by Keynote.
- Responsible for system 24x7x365 from a production support.
- Greatly increased availability by instituting operational processes improvements and code enhancements.

Micron Electronics, ID

1997 - 1999

The company develops, markets, manufactures, and supports PC systems for consumer, business and government use, provides contract manufacturing services to original equipment manufacturers, and maintains a component recovery operation.

Project Analyst

- Performed analysis for enterprise development efforts.
- Was a part of a team that instituted the System Development life Cycle (SDLC) methodology for all software projects.
- Proactively resolve project related issues. Responsible for estimating and scheduling software development phases for new projects.
- Coordinated final approvals from users prior to production release.
- Required to identify resource requirements and needed skill sets.
- Managed several projects at various stages of the software life cycle.

Business Analyst

- Assisted in daily application support for the Service & Support business users.
- Documented existing processes based on user interviews and personal observation.
- Developed process flows based on user interviews.
- Regularly conducted user interviews to obtain pertinent information on such topics such as processes, system functionality, and business goals.

Nebraska Army National Guard

1985 - 1993

Long Range Surveillance Detachment – Staff Sergeant E-6

- Infantry Recon Team Leader
- Paratrooper, Air Assault
- Honorable Discharge

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EDUCATION

Bachelor's of Science • Organizational Communication • University of Nebraska – Kearney, NE - 1992
Associate of Applied Science • Business Management • Central Community College – Grand Island, NE - 1988

Training

AWS Cloud, Oracle, Unix, Microsoft

Knowledge

Operating Systems: Linux/Unix - Ubuntu, Red Hat, CentOS, Solaris, MS Windows Server, OS X, VMWare/VSphere

Application Performance Management: Splunk, App Dynamics, CA Wiley

IT Tools: Computer Associates – Service Desk, BMC Systems - Remedy, Atlassian - Confluence, Jira, BitBucket/Git

Languages: Python, Java, jQuery, HTML5, JavaScript, CSS, NodeJS, MS Visual C++ MFC, C/C++

Application Servers: Red Hat - JBoss, IBM - WebSphere/Liberty, Oracle - WebLogic

Databases: Oracle - RDBMS, GoldenGate, IBM - DB2, Microsoft - SQL Server, Access, Open source: MySQL, Postgres

Big Data Technologies: Hadoop, Cassandra/DataStax

Software Development Methodologies: Agile Development Methods (SCRUM), PMBOK

Networking: TCP/IP, routers, switches, firewall, wireless

Container Management: Docker

Messaging: IBM MQ Series - (Distributed/Mainframe)

AWARDS

Aksarben Soldier of the Year - Nebraska Army National Guard

College Agent of the Year - Northwestern Mutual Life

3 Time First Data Center Stage Award



<https://twitter.com/jeffjryan>



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