

Summary

Highly motivated senior IT manager that influences and executes enterprise level visions and strategies. Understands all aspects of the business, industry and competitive landscape. Distinguishes what is critical from what is important. Provides clear and compelling direction and ensures understanding. Helps streamline processes to manage costs and achieve efficiencies. Acts with a sense of urgency and builds and adjusts the plan to deliver results that meet or exceed expectations.

Optimizes organizational capabilities and removes barriers through relationship building. Strategic and diplomatic in forging relationships, inspiring trust and motivating others to achieve goals. Is inclusive, seeks out varying perspectives and multiple alternatives, shares information and finds common ground. Understands and maximizes business inter-dependencies. Flexible in revising plans to support changing business needs. Brings out the best in people through coaching, feedback, support and encouragement. Teaches and mentors people beyond direct reports.

Anticipates future opportunities and challenges. Outstanding communication skills – formal and informal. Develops and implements ideas that have long-term impact on the organization. Anticipates upcoming business needs and makes appropriate plans in advance to be prepared. Deals effectively with ambiguity and change. Displays leadership versatility, knowing when to step in and when to step out. Challenges tradition and conventional thinking when appropriate. Acts with integrity and courage, and focuses on greater good over personal benefit.

Skills Summary

- Proven ability to profitably grow e-commerce sales within the confines of a multi-channel retailer, leveraging the channel to fuel both online and total enterprise sales.
- Developed and executed e-commerce strategies and plans, and ensured that the online growth strategy aligned with the organization's overall business objectives.
- Skilled in managing cross-divisional teams with diverse backgrounds throughout the agile development process to make sound business decisions based on analyses of short-and long-term business initiatives.
- Enterprise level Project Management experience including cost management, budget analysis, time management and risk mitigation.
- Extensive knowledge in contract negotiation, analysis, design, and re-engineering of system applications and business processes, using established system analysis, business and system process design, research, and implementation methodologies
- Experience in the documentation of system, business and user requirements, design and development of use and test-case scenarios and root-cause analysis, developing test plans, conducting user acceptance testing, load testing, training, and implementing new processes and technology.

Technical Exposure

- **Languages:** SQL, Java, JavaScript, HTML, XML, .NET
- **Frameworks:** J2EE, JSP, Angular
- **Web & Application Server:** LAN/WAN, Ethernet, TCP/IP, Cisco IOS, Cisco PIX, Cisco ASA, ISDN, VPN, IBM WebSphere
- **Databases:** SQL Server 2012, Oracle 9
- **Platforms:** ATG, Windows, Infor Total Workforce Management, Lawson, Epicor, Commerce Server, Microsoft Dynamics NAV, MMS
- **Software:** Omniture Adobe Online Marketing Suite, Google Analytics, ATG Recommendations, BazaarVoice, Microsoft Office, Microsoft Project, Microsoft Project Server, Adobe Photoshop, Adobe Dreamweaver, Sharepoint, Microsoft Visio, Ghost

Professional Experience

Vail Resorts Retail Broomfield, Co

Director of IT Retail Applications **6/2014 – Present**

- Worked in a cross-divisional executive team to drive leadership, management and strategy to formulate the Retail Division's 3-year strategic business growth initiatives.
- Developed a corresponding 3-year IT roadmap that aligned with business strategies to provide a competitive advantage and position the organization for rapid growth.
- Acted as the senior IT advisor for the Retail division within Vail Resorts to translate potential technological solutions and their intentional business impact in accordance with the 3-year strategic business plan.
- Lead the Vail Resorts Retail Applications and Development teams staff that was comprised of 1 Senior Applications Manager, 2 application developers, 1 data and integration developer, 2 retail business analysts and 2 retail systems analysts.
- Developed and maintained a \$3 Million departmental OpEx and CapEx fiscal budget in accordance with corporate standards and initiatives.
- Participated as 1 of 8 IT Leadership Team members for Vail Resorts that provided direction on opportunistic business and technology alignment prospects.
- Sponsored the re-imagination effort for the E-commerce and call center rental platform to support strategic growth initiatives within the rental business channel.

Vail Resorts Retail Broomfield, Co

Senior Development/Applications Manager **4/2013 – 6/2014**

- Lead the Vail Resorts Retail Applications and Development teams staff that was comprised of 1 application developer, 1 data and integration developer, 2 retail business analysts and 2 retail systems analysts.
- Developed, planned, coordinated, and supervised 12 month project roadmap related to the design, agile development, and implementation of a world class retail application suite.
- Co-Developed 3-year project strategy and roadmap to re-image the online and in-store rental experience.
- Aligned with cross-divisional teams to lead various strategic efforts to support Vail Resorts Retail's growth strategy.
- Worked as a change agent to drive cross-functional buy-in for organizational agile iterative release methodology while building strong relationships across all business departments.
- Co-Developed and maintained departmental OpEx and CapEx fiscal budgets in accordance with corporate standards and initiatives.
- Lead CRM and Retail master data management projects to ensure strategic growth initiatives were achieved.
- Participated in the Vail Resorts' corporate mentorship program to provide professional development for IT professionals.

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Director of Global Technology **4/2012 – 4/2013**

- Managing strategic global efforts for the international department that promote cross-channel growth for franchisees.
- Partner with cross-divisional teams to lead various key initiative and strategic efforts to support Build-A-Bear Workshop's ability to promote its Omni-channel retail growth.
- Manage client relationships and work in partnership with the international franchisees to help define and implement business processes and strategies.
- Help lead the translation and development of business requirements into specific system, application and process enhancements within the Build-A-Bear Workshop's cross-channel ecosystem.
- Lead cross-divisional business groups to ensure the overarching mission, vision, business strategy and corporate key initiatives are achieved and result in business impact.
- Provide direction throughout contract negotiation, analysis, design, development, testing, implementation, and post-production support throughout all enterprise project implementations.
- Effectively communicate with project stakeholders on project status, issues, risks and mitigation plans.
- Drive vendor selection and management through defined RFP process for software and hardware acquisition.

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Director of Interactive Technology **4/2010 – 4/2012**

- Directed the Interactive Technology staff that was comprised of 4 e-commerce developers, 2 e-commerce creative designers, 3 offshore creative designers and 1 operational support manager.

- Developed, planned, coordinated, and supervised 12 – 24 month project roadmap related to the creative design, agile development, and implementation of a world class e-commerce ecosystem.
- Partnered with cross-divisional teams to lead various strategic efforts to support Build-A-Bear Workshop's® ability to provide legendary customer service while driving business growth for the e-commerce and traditional retail sectors.
- Lead market assessments of new experiences and technologies to determine if they were competitive or complimentary to the multi-channel growth strategy.
- Lead the translation and development of business requirements into specific system, application and process enhancements within a cross-channel e-commerce ecosystem.
- Created online marketing strategy based on deep analysis of buying trends, site analytics and e-marketing results.
- Managed business development efforts as they related to cross-channel growth, including implementation of plans related to e-commerce marketing, brand promotions, online and search marketing.
- Worked to act as an agent to drive cross-functional buy-in and organizational change management while building strong relationships across all business departments.

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Enterprise Systems Manager **1/2009 – 4/2010**

- Managed, developed, motivated and coached 5 person Enterprise Systems team toward achievement of organizational and personal success.
- Provided leadership to 30 members from various departments and organizations through the project life cycle – contract negotiation, analysis, design, development, testing, implementation, and post-production support throughout multiple enterprise project implementations that included: Epicor Point of Sale 6, Epicor Sales Audit 5, and Epicor Merchandising 4.
- Key player in 2009 board of directors corporate cost savings initiative of \$15 million dollars.
- Provided direction on value engineering projects through the successful collaboration with internal/external customers and suppliers to prioritize and deliver products and services that enhanced business processes.
- Facilitated hardware and software purchases, in accordance with unit and corporate procurement policies and procedures.
- Developed and maintained departmental fiscal budget in accordance with corporate standards and initiatives.
- Directed team of 6 through the implementation and integration of a separate retailer with parent company to facilitate the leveraging of existing IT infrastructure.

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Enterprise Systems Project Manager **12/2006 – 1/2009**

- Gave supervision to 10 members from various departments and organizations through the project life cycle - analysis, design, development, testing, implementation, and post-production support throughout the Lawson ERP implementation that includes: Lawson Core Human Resources, Self Service, New Hire, LSF 9.0 environment upgrade, and Lawson Business Intelligence.
- Safeguard project direction including: budget control, production timetable, status reporting, client/project team coordination, client/project team training, and quality assurance for all enterprise level projects.
- Key player in the increased efficiency, accelerated customer satisfaction, and reduced error rate through the development and implementation of a corporate based project management methodology that is used for all major enterprise level projects.
- Define and achieve client/project team needs through one-on-one sessions and on-going stakeholder communications.
- Developed comprehensive training programs for all projects that led to overall improved team capabilities.

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International Supervisor **5/2004 – 12/2006**

Amdocs, Inc. **St. Louis, MO**

Systems / Network Analyst **11/2001 – 5/2004**

Education

Degrees

Master of Science, Telecommunications Systems Management
Murray State University, Murray, KY

Bachelor of Science, Business Administration (AACSB-IAME)
Murray State University, Murray, KY