

Henry Moss

INFORMATION TECHNOLOGY EXECUTIVE

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☑ Align IT with organizational goals while elevating IT efficiencies, mitigating risk, improving system stability and integrity, building customer trust, and contributing to corporate revenues and bottom line.

☑ Excel at creating governance models, methodologies, and KPI processes to prioritize projects for on-time, on-budget delivery.

BUSINESS STRATEGY EXPERTISE

- Architecture Builds
- Cloud Strategy & Planning
- Network & Data Security
- Application Management
- Technology Governance
- Program/Product Management
- Project Management
- IT Outsourcing
- PMO & ITIL Implementation
- Vendor Sourcing/Management
- P&L/Budgeting/Forecasting
- Talent Sourcing & Management

PROFESSIONAL EXPERIENCE

DIRECTOR OF IT SOLUTIONS | 2010 to Present

TechServe Inc. | Portland, OR (*provider of contracted services for corporations and businesses*)

Recruited to design, roll out, and manage the enterprise-level IT infrastructure and governance plans to support organizational goals and implement scalable sophisticated IT project and program solutions for Fortune 100 clients. Budget: \$5.3M Staff: 12

- *Achieved \$1M in savings, stabilized compromised systems, and reversed customer attrition by redesigning entire IT infrastructure and aligning with client expectations and business goals.*
 - ☐ Within first 2 weeks in position, eliminated network and systems security issues and implemented reliable and secure technologies from routers, switches and firewalls to operating systems and hardwares.
 - ☐ Retired multiple antiquated and disparate systems and replaced with ERP and industry-specific solutions from pay-per-use cloud-based vendors. Attained \$600K in upfront savings by centralizing service desks and introducing work-flow automation systems with improved KPIs.
 - Added \$720K annually in new revenues by introducing RedPrairie's WMS solution for Fortune 500 client.
 - Contributed to a 60% improvement in customer satisfaction in just 120 days and 20% increase in account sales by implementing QA customer and employee surveys.
 - Improved SLAs by 50% by implementing Yardi, EFMS, and SaaS to manage KPIs across several businesses.
 - ☐ Increased efficiencies in payroll and billing by 400%, saved half a million dollars, and eliminated 8 months in development time by integrating IBM Lotus Notes and Java applications into ERP system.
 - ☐ Eliminated close to 80% of rework by creating formalized SDLC and process optimization. New procedures mitigated risk, improved resource allocation, and streamlined processes.
 - ☐ Captured three quarters of a million dollars in savings and increased system availability from 78% to 99.99% by renegotiating and managing vendor contracts and improving SLAs.
 - ☐ Improved risk mitigation measures 100% and elevated project quality by developing a project risk assessment process and establishing company's inaugural PMO to systematize approach to IT governance.

Success Stories Snapshot

- ☑ Customer Satisfaction ↑60%
- ☑ SLAs ↑50%
- ☑ System Availability ↑28%



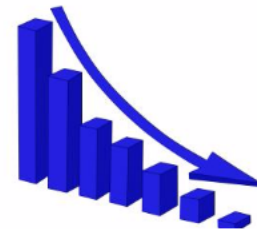
PROGRAM MANAGER | 2007 to 2010Joy Juice | Portland, OR (*organic juice manufacturer*)

Created and implemented a viable PMO organizational structure to support Joy Juice North American operations and conducted customer needs analysis and risk assessment for various application integrations using EDI, MS, SQL, JBoss, Websphere, Lotus Notes, XML, and others. Budget: \$1M; Staff: 5

- Improved client satisfaction by 50% and cut service delivery costs by 18% by implementing ITIL framework and leveraging business and technology efficiencies through PMO best practices.
- Trimmed infrastructure costs by 15% by launching project/program management initiatives for IBM Domino Messaging implementations and integrations with Unified Messaging and Rite Fax solutions.
- Reduced project design phase timeline by 28% by formalizing processes for collecting IT business requirements.

Success Stories Snapshot

- Service Delivery Costs ↓18%
- Infrastructure Costs ↓15%
- Design Phase Timeline ↓28%

**ENGAGEMENT & DELIVERY MANAGER | 2004 to 2007**TechSpace | Portland, OR (*provider of high-tech products and support for aerospace industry*)

Oversaw day-to-day leadership of 70+ team including time, cost, resource, and subcontractor management for \$12M in application development and QA/testing practice. P&L: \$12M; Staff: 72

- Added 25% in project sales by sourcing/mentoring talent for QA and software engineering teams.
- Boosted on-time delivery rate by 80%+ using Critical Chain Project Management and Theory of Constraints.
- Supported a 20%+ growth in business by engaging in pre-sales and business development activities and overseeing prototype presentations for various technology implementations.
- Grew revenues by \$12M by leading offshore CMM 5 process implementation with iterative methodology.

IT MANAGER/SYSTEMS ANALYST | 1999 to 2001PharmaLink | Portland, OR (*integrated pharmaceutical company*)

Hired as Systems Analyst and quickly promoted to manager level responsible for building efficiencies and cost savings into the IT process. P&L: \$2M; Staff: 7

- Captured \$300K annual savings in development costs and saved hundreds of hours in development time by introducing a customized product-based groupware application and integrating SAP and Lotus Notes.
- Improved business process efficiencies by 100% and cut approval transaction times by 57% by designing and developing workflow applications.
- Acted as sole developer, corporate intranet/extranet; used Lotus Script, VBScript, and Java.

TECHNICAL EXCELLENCE

Platforms:	Windows (all versions), UNIX (AIX, LINUX, Sun), Dell 2950/R710, IBM 365, NetApp FAS3000
Languages:	C, Java, VBScript, Lotus Script, HTML, CSS, JavaScript, XML, SQL, PL/SQL
Databases:	Domino (all versions), Sybase, SQL Server 2005, Oracle 10g, DB2
ERP/CRM:	JD Edwards Enterprise One, SAP R/3, SFDC, knowledge of MS Dynamic NAV
Software:	Crystal Reports, VSS, Jenkins, WebSphere, JBoss, Lotus Notes, Exchange, Google Docs, IBM Rational DOORS, HP QTP, QC, HP LoadRunner, Selenium, Office 365, WMS, Yardi, Questback, MS Azure, MS Project Server 2007, MS Project, Visio, SharePoint
Methodologies:	PMBOK, PRINCE2, CMMI, SQA, TQM, Six Sigma, ITIL, Agile/Scrum, SOX

EDUCATION, CERTIFICATIONS & PROFESSIONAL AFFILIATIONS

MS, Project Planning & Management, Portland State University, Portland, OR, 2001
 BS, Engineering, University of Oregon, Eugene, OR, 1999

Henry had a dual focus on IT infrastructure management and program management and while he had spent much of his time at smaller IT shops, he held pivotal roles within these organizations. I developed a resume that played up his ability to save time and money through smarter and more efficient infrastructure design and I included a visual at the top to convey his value proposition.

Even though he was in a leadership role, his hands-on knowledge of technology was still critical to his success so I dedicated space to displaying his robust technology skillset.