

JAMES PARK

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IT EXECUTIVE

Enterprise IT, Security, Applications, Operations, Infrastructure, & Cloud Leadership

Business partner, IT leader, and growth strategist offering strong record of career progression – with integral part in meeting business priorities and improving customer satisfaction through top-rated service delivery, solutions deployment, and planning. **Credentialed security / risk management leader** (CISM, CGEIT, CRISC); served as ISACA CGEIT Exam SME since 2015 and earned *Worldwide Achievement Award* for #2 global score. *Able to relocate.*

IT Roadmaps - Team-Building & Leadership - CAPEX & OPEX Budgets - Governance - Systems Performance
Multi-Site Data Centers - Board & Executive Presentations - SLAs - Technical Support - SAP - Security Strategy
Cloud Solutions - Service Delivery - Business Case - Automation - Vendor Negotiations - IT Audit - Cost Savings

Examples of IT Leadership & Business Acumen

Top Enterprise Quality Ratings: Led ECT teams achieving peak Interdepartmental Quality of Service results for 3 consecutive years.

Visa Debit Card Initiatives: Championed debit card pilot / releases for 100,000+ cards, including business process design. Added Visa co-branded Credit Union card using in-house private cloud.

Cost-Saving Measures: Avoided vendor expenses with solutions including statements built for distribution and ACH systems (leading to *Outstanding Performance* award).

IT Team-Building: Hired and mentored IT operations, architecture, applications, security, and web teams; created project execution framework for better delivery efficiency.

“James is one of the true innovative IT minds, with excellent strategic thinking / problem-solving capabilities and clear, novel (ideas)... I have interacted with him on IT audits and been amazed at his wealth of knowledge, not only around IT systems and the IT environment, but in relation to business as a whole.” — Group CIO, Guardian Holdings Ltd & Director, PwC

Aligning IT With Business Needs

1st IT Roadmaps: Developed Risk Policy, Strategic ECT, and Governance Plans.

Stakeholder Consensus: Created support for compliance, security, and risk controls.

Modernization Initiative: Built program and published strategy in *Information Systems Audit & Control International Journal*.

Core Systems: Drove applications initiatives supporting ~570,000 mutual fund holders & US \$3B+ assets under management.

Professional History

Technology Unit Trust Corporation

Earned promotions through Information Communication Technology roles (applications development, infrastructure, architecture, project deployment, business systems analysis) at largest mutual fund company region-wide.

Assistant Vice President - ECT (2011–2015) | Interim Assistant Vice President - ECT (2010–2011)

Oversaw Enterprise IT as Strategic & Project Driver for Critical Initiatives Supporting Growth

62+ Total Reports (58 FTEs & Contractors + 4 Managers in Production Operations & Support, Application Systems & Electronic Services, IT Deployment, & Infrastructure) - **US \$11M ECT Budget**

Headed strategic IT roadmap development, network and enterprise cloud strategies, perimeter security enhancements, SAP service improvement plans, service delivery improvements, and product information systems projects, while conferring with executives on business priorities. Built IT roadmaps; administered architectures to meet compliance mandates and streamline productivity. Led risk mapping, automation, and IT audit projects; earned peak user satisfaction ratings. Sponsored employee development with staff nominations to succession planning program.

IT Oversight & Competencies

Systems Modernization Program
Team Development & Mentoring
Onboarding Compliance Solution
Peak Service Quality Ratings
New Security Strategy & Roadmap
End-User & Customer Satisfaction
SAP Service Improvement Plan

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Technology Unit Trust Corporation: Assistant Vice President - ECT (Continued...)

Steadily Increased Satisfaction Ratings

- **Elicited 13-point** rise in stakeholder-user satisfaction by working closely with business leaders to identify and support key projects – transitioning from focus on competing priorities to structured, clear planning process.
 - Drove increased project execution success rate, reducing stalled initiatives 20% with new enterprise IT Program Management Framework offering expedited project execution and better visibility to executives.
- Tightened systems environment, enhancing security infrastructure and raising awareness of data vulnerabilities with security strategy; hired Managed Security Service vendor.

Built First Strategic IT Roadmap

- **Won Board approval** for strategic plan, including IT activity roadmap credited with implementing business vision – laying foundation for 2011-2015 projects and increasing alignment with business needs.

Manager, Technology Services Delivery (2007–2010)

Built Robust Architectures & Security Strategy – With Recognition for Cost-Effective Development

Headed security and information management initiatives to protect data integrity and ensuring compliance; built architecture facilitating electronic service delivery, ensuring cost-effective data transfer and storage. Evaluated industry finance and IT trends to identify optimum solutions.

Major Initiatives & Contributions

Service / Support Strategy & Processes
New ACH Gateway Solution
Enhanced Security Control Environment

Recognized for Cost-Effective Systems Architecture & Development

- **Ensured data integrity** and met compliance requirements by establishing authorization, encryption, firewall, authentication, and other security controls to protect information assets.
- Supplied responsive service to users with new Tier III support for Technology Services Operations. Built SLAs and process for expedited problem-solving. Supported existing solutions, administering application portfolio.

Manager, ECT Deployment (2006–2007)

Led Design & Implementation for Mutual Fund Product Systems, Internet Banking, & Other Innovations

Took enterprise ECT project and architecture leadership roles in online banking, Core Business, onboarding compliance, Bond Processing Sub-system, and other high-profile projects – often heading initiatives and delivering new systems against stringent resource and budget constraints. Built project execution framework credited with streamlining resource scheduling, project prioritization by business leaders, and cost forecasting.

Other Experience: **Business Systems Analyst; Application Systems Programmer** (*Designed Fund Card, Visa Debit Card Systems in concert with Visa personnel; built Core Business Systems of Record and security strategy.*)

Education & Credentials

University of Vermont

Master of Science in International Finance, Graduate School of Business, 2015

Master of Science in Computer Science, 2012 | **Bachelor of Science in Computer Studies** (Hons), 1998

ISACA: Certified in the Governance of Enterprise Information Technology (**CGEIT**), 2015 (*Top 20% globally*)

Certified in Risk and Information Systems Control (**CRISC**), 2015 (*Top 5% globally*)

Certified Information Security Manager (**CISM**), 2015 (*Scored #2; received ISACA Worldwide Achievement Award*)

SAP: Certified Development Consultant, 2006

Guest Lecturer: University of Vermont, Graduate School of Business: **Governance of Enterprise IT**

External Examiner: University of Vermont, Faculty of Social Sciences, 2016-Present

Fundamentals of Computer Networking, Telecommunications & Internet; Information systems Operations Maintenance