

# Doug Koch

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## Information Technology Executive: VP/Director Level

**Over 15 years of experience in information technology leadership positions. Background and success in developing IT/business solutions for high-profile companies, including Verizon, DirecTV, GM, Medtronic, Southwestern Bell, and others. Awarded Mini Master Series Certificate in Information Technology.**

### PROFESSIONAL OVERVIEW:

- Able to envision future trends/paths in technology and provide recommendations for long-term benefits.
- Leverage extensive IT knowledge base to tackle key technology issues in a highly cost-effective manner.
- Experience and success in managing large, diverse teams as well as a multimillion-dollar annual budget.
- Provide employers with a competitive edge through analysis and introduction of new technologies.
- Background in disaster recovery, IT security, regulatory compliance, and process optimization.

### KNOWLEDGE & SKILL AREAS:

Business Analysis & Project Management ▪ Product Pricing, Forecasting, & Revenue Projections ▪ Program Management ▪ Sales Data Modeling ▪ Enterprise Application Integration ▪ Order Processing Operations ▪ CRM & ERP Implementation ▪ ERP Forecast Management Implementation ▪ Sales Operations ▪ Cloud-Based/SaaS Solutions ▪ Agile Development Methodologies ▪ System Development & Integration ▪ Senior Executive Consulting

## PROFESSIONAL EXPERIENCE

MGK, Minneapolis, MN

2008 – Present

### **Director, Information Technology (2011-Present)**

Promoted to hold CIO-level responsibilities within mid-sized, 110 year-old company, reporting directly to the company president. Oversee all IT activities across corporate HQ and global sites. Supervise team of direct reports and consultants, managing all interviewing, hiring, and onboarding activities. Guide consultants in evaluation and configuration of ERP system. Currently managing change across multiple areas, including security, backup systems, disk2disk, fiber/wireless WAN, and help desk, among others.

- **Generated significant time savings by implementing help desk** that improved organization-wide communication of new technology installations, expedited response to requests, and enhanced the perception of the IT team across all departments.
- **Established excellent relationships with each department director.** Interacted with all directors to gain an understanding of their needs and issues, including EPA-related matters, and introduced technology solutions to meet their requirements.
- **Played instrumental role in launching iPad app.** Examined various software tools and selected KeyNote that enabled the sales team to bring packets of information with them on their iPads. Additionally, implemented Mobile Echo that synchronizes and downloads up-to-date company information.
- **Recognized on 2012 Performance & Personal Development review** for efforts across multiple areas; specific comments included:

*“Great job creating confidence in the IT department...implementing the helpdesk request benefitted IT through tracking of requests, and created clarity for users...strategic dialog was valued at the management level...good rollout of PLC and electronic notebooks.”*

**Sales & Service Manager (2008 – 2011)**

Brought on board to oversee sales and service activities. Analyzed sales/service functional areas and implemented technology solutions as appropriate to drive improvements.

- **Integrated product forecast spreadsheet within ERP system.** Led consultants in developing custom application that allowed for forecast adjustments and provided data to sales to meet customer needs.
- **Streamlined sales conference call process and implemented Go-To Meetings** that increased employee motivation, engagement, and efficiency.

THREEWIRE, Minneapolis, MN

2006 – 2008

**Senior Program Manager**

Recruited and hired to manage health care programs in order to secure qualified patients for clinical studies. Targeted qualified candidate pools through geographic and socioeconomic criteria. Assessed candidates' ability to participate in studies. Oversaw IRB patient questionnaire submission.

- **Collaborated with clinical site sponsors and Chief Investigator surgeons** as well as physicians and medical staff members to meet top-level goals on various initiatives.

BI Worldwide, Minneapolis, MN

1998 – 2006

**Director / Technical Analyst / Project Manager**

Oversaw technical program management for custom software and web development services involving Fortune 500 companies. Led, trained, and mentored team of 30.

- **Received Verizon Client Program of the Year Award** and BI Worldwide Signature Service Associate of the Month Award for exemplary performance.

*Prior position in Marketing Information Systems/IT/Product Management with Lifecore Biomedical. Key contributions and achievements included the following:*

- *Led surgical product implementation that generated **over \$1 million** in revenues in 1<sup>st</sup> year.*
- *Implemented CRM and ERP systems; led development of product forecasting system.*
- *Managed new plant construction IT infrastructure requirements and implementation.*
- *Directed technical support staff in meeting goals for PC, Network, and DBA activities.*
- *Developed and implemented effective sales and marketing promotional initiatives.*

**EDUCATION & CREDENTIALS****Mini Master's Degree in Information Technology**

UNIVERSITY OF SAINT THOMAS – Minneapolis, MN

**Bachelor of Arts in Biology, Physiology and Marketing**

UNIVERSITY OF MINNESOTA – Minneapolis, MN

**Business Courses**

UNIVERSITY OF SAINT THOMAS – Minneapolis, MN