

GARY M. THOMPSON

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INFORMATION TECHNOLOGY DIRECTOR

Spearheading Business-Centric IT Roadmaps & Global Enterprise Growth Strategies

Trusted Business Partner - Executive Collaborator - IT Team Mentor - Security Leader

Rising technology executive noted for cutting millions in IT expenses and driving business innovation, leveraging information security, applications, networking, operations, and risk management leadership to accelerate business growth and gain competitive edge. Multiplatform enterprise security, compliance, data center, and business transformation expertise.

"An exceptional IT Director, with a drive and passion for perfection..."

"Gary is able to look at the big picture from a strategic viewpoint and can be counted on to render a forthright assessment of any situation."

- Enterprise Services Manager, United Traffic Solutions

Enterprise Architecture Strategy - Cloud Architectures - SaaS, IaaS, PaaS
SAN - Cost Control - BI - Vendor Negotiations - ERP - ITIL, COBIT, ISO
IT Roadmaps - Enterprise Help Desk & Databases - Team-Building
Governance - Network & IT Application Operations - Data Warehousing
Risk Assessment - PCI DSS, SOX, GLBA, FISMA, OWASP - IT Budgets
Failover Solutions - Dashboard Systems - Ticketing Systems

Technology Leadership Benchmarks & Career Progression

Systems Development Director ▪ IT Manager ▪ Security Officer ▪ SaaS Architect ▪ Software & Operations Engineer
Check Point, Fiserv, Forrester Digital Security, & Phoenix Credit Union

- ▶ Tier III data center serving as *showpiece for clients including FBI* — saving \$1.3M CAPEX and \$450K+ in annual operating expenses with consolidation of non-redundant server rooms in post-M&A integration
- ▶ \$1.9M savings in IT spend with formalized budget practices, creating enterprise-level savings opportunities by segmenting expense categories and implementing dashboard systems for trending/forecasts.
- ▶ *Fiserv's first-ever DR / Business Resumption Plans*, plus \$310K annual savings in CAPEX and OPEX via enterprise contracts (MS, Dell, HP, EMC, Adobe, Cisco, WebEx) as **direct report to CFO**.
- ▶ Increased responsiveness and adherence to SLA terms with revitalized Help Desk operations, using ITIL standards and escalation models; added ticketing/reporting systems creating **60% drop in recurring issues**.
- ▶ Check Point SaaS leadership role in migration from Siebel to Salesforce.com — **trimming IT spend 26%**.

Professional History

United Traffic Solutions, Portland, OR, 3/2010 – 11/2012

DIRECTOR OF IT ENTERPRISE SECURITY & RISK MANAGEMENT, 2010 – 2012

DIRECTOR, IT OPERATIONS / INFORMATION SECURITY OFFICER, 2010

35 Reports (Data Center Operations, Web Architecture, Global Network Operations, Help Desk, System Administration)

ITIL Support Service Model - Global Support - Security Policy - IT Governance - Project Portfolio Management

Helmed IT strategy and operations improvements as technology leader driving first growth-centric IT standards and practices at company ranked among fastest-growing AZ firms (projected to quickly reach \$1B revenue from \$150M). Restructured and directed teams to boost responsiveness, strengthening skill levels and performance expectations. Introduced governance standards for capacity planning, virtualization, budgeting, and services security.

GARY M. THOMPSON, IT DIRECTOR

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United Traffic Solutions

DIRECTOR OF ENTERPRISE SECURITY, RISK MANAGEMENT, IT OPERATIONS / INFOSEC OFFICER – *Continued...*

Technology & Staff Leadership

- ▶ **Facilitated focus on high-priority projects** with new governance standards / prioritization; developed SOPs around project portfolio to manage request process.
 - Ensured adherence to standards, creating Project Initiation Form for reviews by Enterprise Architecture Board.
- ▶ **Maintained 99.99% uptime** through capacity planning and virtualization, with support to global, 7x24x365 environment (including 80-member offsite engineering team).
- ▶ Upgraded telecom / support practices for efficiency and standardized desktop images for user setup (in hours vs. days).
- ▶ **Brought in top-notch IT managers** on board with collaborative leadership style — enhancing ITIL, Help Desk, telecom, and architecture team competencies, with better change control and resource management practices.
 - Initiated changes to break down internal silos, establishing measurable performance goals and annual reviews.

Cost Savings & Management

- ▶ Continually cut IT spend, with \$200K+ annual savings from enterprise-level Microsoft licensing agreement negotiations and **\$1.2M+ reduction in wireless device costs** after hiring telecom leader and tracking data use, carriers, and fees.
 - Improved A/P practices (while creating first year-over-year statistics) by building accounting PO / invoice tracking SharePoint application and new expense authorization policy.
- ▶ Added company's first IT asset management procedures and systems — facilitating annual CAPEX planning.

Enterprise Security Strategy

- ▶ Developed and administered **Enterprise Security program**, issuing recommendations to executive team on cost-effective options and protection for corporate data and IT assets. Served as Chair for Security Committee.
 - Enforced protections for personal data through direction of Data Classification Initiative.
 - Administered IT security assessments for acquisition due diligence.
- ▶ **Improved operational compliance 35%** by establishing security metrics instrumental in measuring vendor performance, effectively assuring customers of protection levels. Completed PCI DSS, SOX, OWASP, and NLETS audits.
 - Raised education levels on vulnerabilities and recovery capabilities with risk assessment audits, Security Awareness Program/staff training, and roadmap; leveraged ISO27k and COBIT frameworks to create policies and training.

Check Point, Tempe, AZ, 2/2009 – 3/2010

SAAS SOLUTIONS ARCHITECT

Cloud Architecture & Development - IT Development Roadmap - Services Integration - Salesforce.com Development
VoIP System Upgrade - Siebel Applications Migration - Web Portal Redesign - Enterprise Applications Integration

Led complex technology upgrades and operations improvements credited with stronger client retention and service, adding multisystem dashboard / information sharing and migrating enterprise applications to Salesforce.com from Siebel. Improved client service/relationships with VoIP upgrade, providing ticket tracking and account manager auto-notifications.

- ▶ Created customer and partner handling efficiencies with portal design/redesign — reducing call hold times, expediting access to managers and support, localizing language, and enabling Web tracking (11% savings in support costs).
 - **Cut 25% (millions) in RMA spend** with workflow/form designed for expedited approval and management escalation.
- ▶ Took instrumental role in moving core backoffice applications **to cloud / SaaS model**, with migration from Oracle; integrated cloud infrastructure with key applications using EAI methodologies to ease historic record access.

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Forrester Digital Security, Irvine, CA, 9/2007 – 12/2008

SYSTEMS DEVELOPMENT DIRECTOR

Cloud Architecture Integration - Self-Service Portals - eCommerce - Network Redesign - Virtualization - Offshore Teams

Created sales and marketing support applications crucial to productivity and revenue, reducing support costs and leading development of integrated campaigns at unified vulnerability and compliance management software firm. Supplied voice-of-the-customer perspective to design sessions. Managed vendor relations and monitored performance.

- ▶ Increased sales accountability and performance, **building integrated Salesforce.com platform** Marketo, plus integrations with MS Dynamics, ERP systems, and software development (RallyDev).
- ▶ Cut support/call volume 47% with self-service community and boosted support desk productivity 18% with Web portal.

Fiserv, Scottsdale, AZ, 5/2003 – 9/2007

IT MANAGER / INFORMATION SECURITY OFFICER

SOFTWARE ENGINEER / BUSINESS INTELLIGENCE ARCHITECT | OPERATIONS ENGINEER

Global Data Center Development - Networking - Security Programs - Disaster Recovery Plans - Data Warehousing

Rose through operations, software, and leadership roles, taking on vendor negotiations, cost control, and infrastructure buildouts. Developed Web-based service model, utilizing server hardware platforms, SAN, NAS, switching, firewalls, performance testing, segmentation, LAN / WAN, VPN, and RSA technologies. Managed 7x24x365 data center operations and global support to offices in the U.S., London, and Singapore. Managed offshore teams.

- ▶ **Managed \$5M Service Bureau project to deliver financial applications as SaaS**; built separate IT infrastructure at co-location data center, led disaster recovery planning, and budgeted for professional data center migration support.
 - Produced first monthly recurring revenue source — leading to later SaaS implementations.
- ▶ **As Principal Solutions Architect**, led \$1.5M project for migrating core conversion processes; managed hardware purchase, CA office shutdown, and secured redundant service providers.
- ▶ **Brought production uptime to 99.99%** with consolidation of Tier I data centers into Tier III data center.
- ▶ Implemented Managed Services, rebuilding team and authoring agreement / SLAs; led infrastructure mapping and co-location for hardware assets, with creation of support and Help Desk team.
 - Led development of governance standards, SOPs, and policies for staff, facilities, security, and business continuity.

Other Experience: **SENIOR SOFTWARE ENGINEER / DATABASE ARCHITECT**, Phoenix Credit Union

Education

Bachelor of Science in Software Engineering, Computer Programming

University of Emergent Technology, Dallas, TX

Full-Time Software Engineer / Oracle DBA, TX Office of Tourism

Associate's Degree in Cognitive Science / Psychology (*Scholar Athlete*); University of Utah

Professional Affiliations

KEYNOTE SPEAKER, Richmond Salinger School of Business, **Oregon State University**

FBI InfraGard Alliance | Cloud Security Alliance (CSA) | Information System Security Association (ISSA)

Open Web Application Security Project (OWASP) | Information Systems Audit and Control Association (ISACA)