

# James T. Harris

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In [View My LinkedIn Profile](#) 🏠 Greater Detroit/Southeast Michigan

## CIO | CTO | Sr. Director of IT Operations | Global IT Program Manager

*Developing global IT strategies and processes that improve an organization's performance and efficiency.*

Over 20 years of diverse experience leading global **IT Service Management, Infrastructure Planning and Delivery, and IT Operations.**

- **Strategic Alignment:** Key member of a leadership team that created and established IT operations strategies to align with corporate goals.
- **Program Management:** Drove success in high profile, mission-critical programs for a billion-dollar global financial service company.
- **IT-Business Liaison:** Skilled in simplifying the complexities of IT environments.
- **Leader:** Adept at leading diverse global teams to achieve common goals.

IT-Business Alignment and ITIL  
Information Technology Service Management (ITSM)  
Global IT Operations  
Infrastructure Planning  
Long-Range Strategic Planning  
Security Best Practices  
Internal and Contract Staff Management  
Third-Party and SLA Contract Negotiation

## PROFESSIONAL EXPERIENCE

**KIPLER FINANCIAL, INC.** ▪ Detroit, Michigan

5/2009 – Present

*A \$9.8B financial services company. The fastest growing online bank in the U.S.*

### **Director—Infrastructure Operations** (2014 – Present)

Oversee IT infrastructure supporting a rapidly-growing company with over 10,000 end users at 37 locations. Lead a team of 68 – including field operations and project teams – who support IT branch facilities, data centers, and provide desk-side support. IT-Business liaison and advisor to leadership team – aligning IT structure with company's strategic direction. Manage a budget of \$29M and project budgets of \$15K-\$65K.

#### ***Led transformation of IT infrastructure following separation from parent company:***

- Relocated and consolidated two data centers – generating a \$45M/annual savings.
- Developed alignment metrics and goals, and restructured IT team based on skill sets.
- Built governance processes and led deployment of a cloud-based system.

### **Sr. Program Manager – Technical Infrastructure (TI) Planning and Delivery** (2012 – 2014)

Led a cross-functional ITSM program with technical teams of 38 engineers, project managers, and contractors in the implementation of global programs.

- Aligned common service practices to ITIL and defined a framework for the future IT operations structure.
- Managed a ~\$65M infrastructure and telephony portfolio with three programs and 37 projects – consistently delivering projects on time and within budget.
- Deployed Data Loss Prevention (DLP) technologies across 17 countries using 35 detection servers to monitor sensitive data across 25,000+ end user systems in compliance with FFIEC security standards.
- Reduced vulnerabilities 80% by launching security scanning technologies across global infrastructure with 4,800+ servers and 500+ network devices, enabling a multi-layered TI defense strategy.

### **Sr. Infrastructure Integration Manager – Treasury and Tax Group** (2011 – 2012)

### **Program Manager – Information Technology Service Management (ITSM)** (2009 – 2011)

## PROFESSIONAL EXPERIENCE, Continued

### GENERAL MOTORS ACCEPTANCE CORPORATION (GMAC) ■ Southfield, Michigan 6/2007 – 5/2009

*Formerly the exclusive financial provider to General Motors. A global financial and insurance company.*

#### **Business Unit Operations Manager – Motor Insurance Corp. (MIC) Division**

Managed global IT operations and infrastructure planning for MIC division and four subsidiaries. Division infrastructure was integrated into GMAC's infrastructure and consisted of 530+ servers. Led a global team of 17 personnel supporting 3,500 end users in six countries. Managed a \$12M operating budget. Created long-range strategic plans and financial forecast models. Managed \$7.5M vendor agreements.

- Consolidated division infrastructure and operations into GMAC's Technical Shared Services organization and realigned resources – significantly improving operational efficiency.
- Key member of a leadership team that transitioned GMAC from a captive automotive finance provider to a bank holding company over a five-year period.
- Aligned global IT infrastructure with business objectives and IT operational goals.
- Established infrastructure for the launch of the MIC insurance company in China.
- Achieved 99.9% overall uptime for division applications by closely managing and analyzing business unit support processes.

### ACXIOM CORPORATION ■ Southfield, Michigan 6/2004 – 6/2007

*One of the world's premier data providers.*

#### **Client Relationship Manager – Data Migration Program/Project Manager**

Served as key customer advocate and point of contact with two major global IT outsourcing accounts representing \$17M revenue. Consulted with client leadership to translate business needs into IT requirements, and served as a liaison between business and IT. Collected and analyzed system performance data.

- Planned and managed data migrations from customer IT infrastructures to Acxiom data center facilities.
- Achieved 99.95% of overall system uptime – exceeding SLAs for assigned clients.

### COVISINT LLC. 12/2001 – 6/2004

*An information technology company that was originally an automotive industry B2B exchange. Acquired by Compuware in 2004.*

#### **Director – Technical Services**

Led strategic IT infrastructure planning and development, and managed global IT operations. Led a team of 30 Level III IT professionals. Managed a \$13M technical services budget to support B2B web hosting and office automation. Member of the leadership team that planned corporate strategic business goals.

- Implemented cost reduction efforts that resulted in a 52% budget reduction.
- Coordinated the physical move of a production data center over a 24-hour period with less than five hours of downtime per application.
- Negotiated third-party contracts and service level agreements (SLAs) valued at \$4.5M.

## EDUCATION

**Bachelor of Business Administration (BBA) – Major in Computer Information Systems**  
Eastern Michigan University, Ypsilanti, MI