Gerald T. Harrison

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▪■ Senior Director of Technology ■▪

Pioneered global IT strategies that turbocharged efficiency and cut costs to support explosive growth

Technical futurist lauded for foresight in global IT service management and infrastructure planning that enabled quick scaling.

- **Strategic Aligner:** Valued member of a leadership team that created and established IT strategies to align with corporate goals.

- **Program Manager:** Drove success in high-profile, mission-critical programs for a billion-dollar global financial services company.

- **IT-Business Liaison:** Simplified and deciphered the complexities of IT environments to enable sound business decisions.

> *"Jerry is an IT juggernaut. He transformed the technical infrastructure to meet our expanding needs while advising us of the most cost-effective strategies to handle rapid growth."*
>
> Linda Andrews, CIO
> Beckman Financial, Inc.

COMPETENCIES

IT-Business Alignment | ITIL | Information Technology Service Management (ITSM) | Infrastructure Planning | Long-Range Strategic Planning | Data Security | Technical Team Management | SLA Contract Negotiation | Compliance

PROFESSIONAL EXPERIENCE

BECKMAN FINANCIAL, INC. ▪ Detroit, Michigan ▪ $10.8B, fastest-growing online bank in the U.S.   5/2013 – Present

Director—Infrastructure Operations (6/2017 – Present)
Promoted to oversee global infrastructure supporting a rapidly growing company with 9,200+ end users at 42 locations. Align technical structure with company's strategic direction. Direct a team of 68 who support branch facilities and data centers. Manage a $29M budget. Member of the leadership team.

Orchestrated transformation of technical infrastructure following separation from parent company.

- **Generated $45M annual savings** by relocating and consolidating two data centers.

- **Reduced energy consumption 65%** and improved disaster preparedness by deploying the company's first cloud-based storage system.

- **Restructured IT team** based on skill sets to optimize talent utilization.

Sr. Program Manager – Technical Infrastructure Planning and Delivery (5/2013 – 6/2017)
Directed a cross-functional, global ITSM program with a team of 38 engineers, project managers, and contractors.

Managed a $68M infrastructure portfolio with 38 projects, consistently meeting all deliverables.

- **Reduced vulnerabilities 80%** by launching security-scanning technologies across global infrastructure with 4,800+ servers and 500+ network devices, enabling a multi-layered infrastructure defense strategy.

- **Aligned common service practices to ITIL** and defined a framework for the future IT structure.

- **Deployed data loss prevention (DLP)** technologies across 18 countries using 35 detection servers to monitor sensitive data across 25,000+ end-user systems while complying with FFIEC security standards.

PROFESSIONAL EXPERIENCE, Continued

VOITURE FINANCING GROUP, INC. ▪ Southfield, Michigan ▪ Global financial/insurance company.   7/2011 – 5/2013

Business Unit Operations Manager

Managed global IT operations and infrastructure planning for a division and four subsidiaries with 530 servers. Supervised a global team of 17 supporting 3,500 end users in six countries. Aligned global IT infrastructure with business objectives. Oversaw $7.5M vendor agreements. Managed a $12M operating budget.

> Improved operational efficiency 14% by consolidating infrastructure and operations into the technical shared services organization.

- **Key member of a leadership team that transitioned company** from a captive automotive finance provider to a bank holding company over a five-year period.
- **Achieved 99.8% overall uptime** for division applications by proactively managing and analyzing business unit support processes.
- **Established a new infrastructure in China** to support launch operations in Asia.

DATANET CORPORATION ▪ Southfield, Michigan ▪ One of the world's premier data providers.   6/2009 – 7/2011

Client Relationship Manager – Data Migration Program Manager

Primary customer advocate and point-of-contact with two major global IT outsourcing accounts representing $17M in revenue. Planned and managed data migrations from customer IT infrastructures to data center facilities. Consulted with client leadership to translate business needs into IT requirements.

- **Achieved 99.9% of overall system uptime** – exceeding SLAs for assigned clients.

ONWARD TECHNICAL ▪ Detroit, Michigan ▪ Information technology company serving Fortune 500 customers.   12/2007 – 6/2009

Director – Technical Services

Managed strategic technical infrastructure planning and directed global IT operations. Supervised a team of 30 Level III IT professionals. Controlled a $14M technical services budget to support B2B web hosting and automation. Member of the leadership team that devised corporate strategic business goals.

- **Slashed budget requirements 52%** through strategic process improvements and vendor negotiation.
- Orchestrated the physical move of a production data center over a 24-hour period with **less than one hour of downtime** per application.
- **Saved 12%** by negotiating third-party contracts and service level agreements (SLAs) valued at $5.5M.

EDUCATION

Bachelor of Business Administration (BBA)
Focus: Computer Information Systems
Eastern Michigan University ▪ Ypsilanti, Michigan

Strategic Leadership and Management Certificate
Michigan State University ▪ East Lansing, Michigan

Background and Strategy

Background

Jerry was an IT Director who had worked in the banking and financial services industry for the previous 14 years. His previous resume was lengthy, with an all-bulleted format. It didn't focus on his unique strengths or brand. Most importantly, it didn't position him for the next level in his career.

Design

I wanted the presentation of his resume to be pleasing to the eye but classic in style. I used varying shades of blue, and incorporated lines, symbols, and knockout text for impact.

There are no graphic elements in this resume. The squares next to the headline are basic symbols. I used MS Word's borders and shading tool to create all lines and shaded areas, including the lighter shading behind his name. To create the look of a textbox, I used a table, adding a darker border above and below to define it.

Content

During our consultation, we identified Jerry's brand and value, which I placed directly under the headline of the resume. I focused on his record of improving efficiency/reducing costs and his ability to plan an infrastructure that would support rapid growth. We also discussed his primary areas of expertise/strengths, which I described in three bullet points under a brief introductory paragraph. A quote from his direct supervisor provides evidence of these attributes.

I wanted to make sure all of the information in the resume was presented in brief "sound bites" to make it easy to skim. Under Jerry's experience, I used short paragraphs to describe his duties, with bullets for the achievements. Several of his accomplishments were part of one overarching achievement. In those cases, I created an "umbrella statement" using a blue shaded box with knockout text and placed it over the bullets.

I omitted a Technical Skills section in order to present Jerry for senior-level positions. As he said to me: "My strength is not technology. My strength is getting technical people to come together for a common goal."