# Daniel Jenkins, MBA

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## Executive Summary

A performance driven and results-oriented business and technology leader with nearly twenty years of success in positions of increasing responsibility. Skilled in technical management, project management, business process management, risk management, strategy development, customer service, communications, and organizational leadership. Effective in developing relationships with stakeholders to impact sustainability and strategic direction. Experienced strategist, entrepreneur, and startup enthusiast with the ability to lead, thrive, and influence organizational improvement and technological innovations.

## Major Accomplishments

- Co-Founder of two successful startup companies, one in Internet consulting servicing and a second in home automation technologies. Currently developing an online financial-based servicing concept.
- Ushered in the modernization of business practices, including the digitization of a fully paper-based inventory and maintenance system, with the development of a mobile application responsible for creating an eighty-five percent efficiency.
- Established IT Data Governance Framework through application of The Open Group Architecture Framework (TOGAF) standards to meet the objectives for providing data compliance for Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), National Institute of Standards Technology (NIST), and Payment Card Industry (PCI) compliance, credit card processing, and security.
- Launched corporate efforts to identify and establish Business Continuity Plans (BCP), through the integration of Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO), for systems and criticality tiers of business functionality. Accountable for the overall architecture and compliance for the Disaster Recover (DR) capabilities.
- Two-time winner of Georgia Southern University Chief Information Officer's (CIO) IT Innovation Award; 2013 as Project Manager and Subject Matter Expert (SME) on University Housing Mobile Application project, and 2015 as Technical Operations Manager on Georgia Soccer Final Four project.

## Professional Experience

### Chief Technology Officer / Director of Information Technology                     09/2019-Present
**Miller Clapperton, Austell, Georgia**
Technical executive responsible for the overall technology vision, product development, and service delivery of a midsized manufacturing company servicing the construction industry. Works directly with executive leadership to develop strategies to grow the company through the use of technological resources. Employs a broad scope of industry knowledge and dynamic acumen in administering a forward-thinking IT operation and vision.
- Increased end-user satisfaction by 50% in the first year with the engineered turnaround of technical performance and service levels from a siloed operation to a organizational business partner.
- Planned, organized, and executed the design and rollout of all necessary infrastructure for a new 150,000-square foot manufacturing facility.
- Piloted the strategic workforce development and delivery of a telecommuting policy with the capability of accommodating the entire workforce transitioning to a work from home requirement.

### Senior Program Manager / Senior Business Relationship Manager          09/2017-09/2019
**West Virginia University, Morgantown, West Virginia**
Directed the overall growth and success of IT programs and portfolios by nurturing relationships with existing customers and formulating new partnerships between ITS and business units within Strategic Initiatives (Admin and Finance) and WVU Research Corporation. Active in coordinating and leading strategy among cross-functional organizations and regional partners. Facilitated and served as a lead for project management and capacity planning, execution, and other initiatives which enabled collaboration with stakeholders by providing seamless customer service, partnership building, and bringing projects to a successful completion.

- Associate project manager on two-factor authentication and single sign-on (SSO) system integration project, accountable for the enrollment of 40,000+ end-users.
- Spearheaded development, implementation, and updating of standard operating procedures (SOP) related to the awarding of financial grants; including establishing an interface between Axiom, Oracle Financials/Peoplesoft, and Kuali Coeus, which triggered a 20% increase in staff productivity.
- Initiated efforts to advance an integrated plan uniting cross-functional groups of business partners and vendors to develop a solution for efficiently and effectively managing travel, immigration/visa processing, and international trade compliance.

### Information Systems Coordinator (Assistant Director)          07/2011-09/2017
**Georgia Southern University, Statesboro, Georgia**
Assisted the Director of IT in day-to-day operations of Business and Finance Technical Support, consisting of eighteen full-time and ten student employees, supporting the major units of Business and Finance (Auxiliary Services); including housing, dining, parking, health services, human resources, financial services, and athletics. Oversaw technical operations, support, and systems administration; managing projects and priorities, operational support times, and systems. Directed hardware, software, system, and data operations, including technical audits and assessments. Provided high-level input into the development of business processes, integrating technological workflow, and launching IT governance.

- Instituted License Plate Recognition (LPR) technology using a vehicle-mounted camera system, while integrated into current parking management software. Total project cost was $280,000, with a return on investment actualized within six months.
- Designed and maintained many critical business systems including Blackboard Transact, Sequoia Quad Point and Lightspeed Point of Sale (POS). Integrated IrisID technology to incorporate eye-scanning biometric services into credentialed entry for dining facilities.
- Served on several committees responsible for guiding executive leadership on technical and business process recommendations during the planning phases of university consolidation.

### Information Technology Coordinator – Lead Supervisor          10/2009-07/2011
**Nestle Purina Pet Care Company, Weirton, West Virginia**
Maintained the Information Systems infrastructure for a multimillion-dollar manufacturing facility operating in an AS/400 and SAP ERP environment. Along with system and end-user administration, responsibilities included IT Asset Management (ITAM) and Configuration Management (CMDB), developing and operating within budget, vendor negotiating, and providing pivotal technical support, management, and training. Designed, managed and executed strategic Request for Quotation (RFQ), Request for Information (RFI), and Request for Proposal (RFP) activities in coordination with procurement and vendors.

- Orchestrated business transformation program to an on-time and under-budget completion for implementing SAP/ERP (Nestle Globe) at a multimillion-dollar manufacturing facility.
- Championed improvements to the change management process; designing and delivering a procedure which decreased Programmable Logic Controller (PLC) downtime by 60%.
- Managed personnel and operations of technical staff; represented management on grievance, contract writing, and negotiations committees.

### Administrative Technician II – Team Lead          08/2005-11/2009
**Orrick, Herrington & Sutcliffe, LLP, Wheeling, West Virginia**

Accountable for providing supervision, training, and coaching to a team of six technical analysts delivering administrative systems support in a Windows system and server environment to a broad end-user base in the legal environment of 2,500+ attorneys and staff in twenty-five offices worldwide. Organized the ten-member company-wide training committee, developed training materials and oversaw technical instruction. Managed the technical knowledge base to ensure that the 2,500 documents were regularly reviewed and updated.

- Process manager accountable for modernizing technical services within the Information Technology Infrastructure Library (ITIL) and IT Service Management (ITSM) best practices framework to align technical operations with the needs of the business.
- Instituted a global framework for the development of Key Performance Indicators (KPI), metrics, analytics, scorecards, and Service Level Agreements (SLA) and Operating Level Agreements (OLA).
- Supervised projects establishing international corporate locations in China and Germany. Supported transition with on-site system administration, providing technical training and support for administrators and legal staff.

***Business and Technology Consultant***                                                    **01/2000-Present**
**Independent Consulting Work**
Implement and cultivate business, financial, and technical processes designed around the specific needs of business-class and nonprofit clients. Deliver essential support in the areas of accounting, business development, financial controlling, marketing, social media optimization, technical support, maintenance, training, system auditing, security safeguarding, and disaster recovery preparation. Adjunct business and technology instructor at Georgia Southern University, West Virginia Northern Community College, and West Virginia University; lab assistant at Pittsburgh Technical College.

## Education

**Master of Business Administration (MBA)**                                               **2017**
*Georgia Southern University, Statesboro, Georgia*

**Bachelor of Business Administration in Accounting (BBA), Minor in Information Systems**          **2015**
*Georgia Southern University, Statesboro, Georgia*

**Bachelor of Arts in Organizational Management (BA)**                                     **2009**
*The University of Arizona Global Campus, Tucson, Arizona*

**Associate of Science in Information Technology, Security, and Forensics (AS)**          **2005**
*Pittsburgh Technical College, Oakdale, Pennsylvania*

**Associate of Specialized Technology, Computer and Network Systems Technology (AST)**     **2004**
*Pittsburgh Technical College, Oakdale, Pennsylvania*

## Certifications

- Certified Business Relationship Professional (BRMP)
- Certified Scrum Professional
- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- Help Desk Institute (HDI) Desktop Support Technician (DST)
- Help Desk Institute (HDI) Support Center Analyst (SCA)

- Help Desk Institute (HDI) Support Center Team Lead (SCTL)
- Help Desk Institute (HDI) Support Center Manager (SCM)
- Help Desk Institute (HDI) Support Center Director (SCD)
- Help Desk Institute (HDI) Knowledge Center Support Manager (KCS)
- ITIL (Information Technology Infrastructure Library) Foundations Certification
- Microsoft Office Specialists Master (MOS)

## Technical Skills

- Thorough understanding of IT project delivery through the project capability lifecycle, including definition of project plans, resource allocation, and management of project risks, scope, schedule, and delivery of value.
- Knowledge of project management frameworks including Project Management Professional (PMP), Waterfall, Prince, CRISP-DM, Scrum, Agile, Scaled Agile Framework (SAFe), XP, Kanban, Crystal and FDD.
- Advanced knowledge of the Software Development Lifecycle (SDLC), service-oriented environments, and iterative development practices and risk management. Expertise with integration services; Service Oriented Architecture (SOA), Application Program Interface (API), Middleware and Software as a Service (SaaS) instruments.
- Familiarity with technologies adopted in higher education environments, including Ellucian Banner, Blackboard, PeopleSoft Campus Solutions, housing administration through RMS, StarRez, Conference Programmer and Kinetic (KX), as well as technologies used for administering access control, athletics, dining services, facility services, financial aid, financial card servicing, housing, human resources, parking, physical plant, and police services.
- Experience with manufacturing systems and procedures, including SAP ERP, AS/400 Systems, iFix, TMA, Synergy, SCADA, RSView and RSLinx.
- Fluency in the configuring, administrating and supporting of Windows, Macintosh/Apple, and Linux/UNIX operating systems for server-based access and end-user application access.
- Expanded desktop virtualization system environments with Docker, Microsoft VDI, Hyper-V, VMWARE, Citrix Management Console, and other hypervisor utilities.
- Skilled with CISCO and other network management hardware and software, Information Security, and Computer Forensics Data Recovery with the use of encryption, symmetric and asymmetric cryptography, digital signatures, message authentication codes, secure Internet communications, Encase, and Access Data Forensic Toolkit data recovery.
- Effective planning, management, implementation and troubleshooting of corporate infrastructure environments; LAN/WAN topologies, wireless and low frequency-based networks, telecom PBX/VoIP integration systems, and SAN/NAS and cloud storage-based systems.
- Understanding of computer languages and syntax: C, Visual C, C++, Perl, SQL, Oracle, PS/SQL, CGI, JavaScript, VB.NET, ASP.NET, HTML, XML, JAVA, UML, PHP, iFix, Fortran, Assembly, and Pascal.