

JON PAYNE

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SENIOR LEVEL EXECUTIVE: INFORMATION TECHNOLOGY

Innovative technology strategist driving global corporations to achieve ambitious objectives by aligning IT roadmaps to advance overall business goals. Highly skilled at strategic planning, building viable business relationships, and devising cost-saving programs using ITIL and PMP frameworks. Demonstrated record for spearheading integration initiatives surrounding mergers, acquisitions, and divestitures. Technical expertise complemented by MBA and numerous certifications.

IT Operations • Cost Optimization • Enterprise IT Architecture • Provisioning • ITIL/ITSM • ERP Team Management • Business-Technology Alignment • Systems Integration • Infrastructure Design Project Management (PMP) • Technology Implementation • Process Improvement • Client Relations SANS • Networking • Telecommunications • SOX Compliance • Emerging Technologies • IT Governance Identity Management • Tier 1 & 2 Data Center Management • Mergers, Acquisitions & Divestitures

PROFESSIONAL EXPERIENCE

Intermedix, Augusta, Georgia • 12/2011 – Present **Senior PMO Director, Program Director, Project Oversight**

Provide program management and oversight for professional services solutions delivery for Federal, State, Regional, and County Emergency Management Agencies across the country. Implementations include analysis of emergency operations and incorporation of best practices with the delivered solution.

- Develop and implement program management best practices for delivery of Professional Services projects using SDLC and agile methodologies to reduce costs and delivery times and increase ROI.
- Manage internal staff of project specialists, business analysts, and developers for solutions delivery.
- Program leader for team of 50 through a 24-month implementation of WebEOC solution for the State of California Emergency Management Agency, Office of Information Security, and California Highway Patrol with integration to 58 counties and multiple California state agencies and external partners.
- Provide program oversight for FEMA projects.

Savannah River Nuclear Solutions (SRNS), Aiken, South Carolina • 09/2009 – 08/2011 **IT Infrastructure Project Consultant, PMP**

Provide project management and consulting for multiple IT infrastructure initiatives to achieve a flexible network infrastructure and streamlined business operations in support of the SRNS charter.

- Provided project management for network upgrades including a 10GB backbone with redundancy throughout the core network and distribution areas and 1GB connectivity to the desktops on the edge.
- Led the Request for Proposal (RFP) to receive bids for implementing connectivity to other national research laboratories via the National Lambda Rail, a 10GB national research network.
- Provided oversight for upgrade of 9,000+ desktops from MS Office XP to MS Office 2010.
- Supported ERP project initiation and planning from requirements gathering through RFP and vendor selection, on-boarding, GAP Analysis and Design into development of the implementation schedule.

SAPTRAINING.COM, Augusta, Georgia • 08/2008 – 08/2009 **Director of Operations**

Create and implement strategy and vision for delivering SAP training via the Internet to connect students, instructors, and SAP systems to simulate classroom training without the cost of travel or brick and mortar.

- Leveraged VMWare, TSPlus, WebEx, Skype, VPN, and other technologies to create a scalable and flexible training delivery infrastructure that is easy to use for instructors and students.

MORRIS COMMUNICATIONS, Augusta, Georgia • 09/2003 – 08/2008

Director of Technical Operations

Spearheaded architectural design, operations, and support of enterprise computing environment for 100 business units and 6,500+ employees utilizing ITIL/ITSM as a foundation. Built viable alliances with vendors to optimize IT equipment and services acquisition and provisioning. Directed corporate IT operations staff of 22 to ensure implementation of broad range of infrastructure technologies and services.

- Achieved seamless SAP Infrastructure Deployment across 27 newspapers and corporate offices, including implementation of WAN, server and desktop infrastructure.
- Drove 99.9% WAN uptime through designing and implementing efficient architecture across major business units.
- Improved helpdesk efficiency and customer satisfaction and saved \$28K yearly by implementing self-service password management tool.
- Led successful completion of major infrastructure initiatives, including the launch of a centralized Tier 2 data center, implementation of 80 virtual servers, migration of 6000 email accounts to Exchange, development of Avaya flat and consolidated enterprise architecture, and deployment of an effective spam filtering solution.
- Increased revenue by \$600K while cutting annual expenses by more than \$400K by creating a centralized classified call center solution combining virtual and Citrix servers.
- Boosted subscriber retention calling rates by 47% while cutting operational costs by \$520K per year by leading successful automation initiative utilizing existing software and tools.
- Integrated IT infrastructure and operations across 50 offices across the U.S. and Europe stemming from 14 acquisitions.
- Shrunk Total Cost of Ownership (TCO) by developing centralized technology policies and standards for desktops, laptops, servers, voice systems, and networks.
- Approve purchase requisitions for IT equipment and supplies.
- Member of the IT Project Management Organization (PMO) Change Control Board to oversee IT project portfolio.
- Bolstered patch compliance from 11% to 99% for 3200 Windows XP workstations through implementation of a distributed WSUS patch management architecture.
- Revamped project plan and restored technical architecture and direction for mismanaged Identity Management project.
- Certified in incident handling (SANS GCIH) for leading problem solving and incident analysis teams.
- Managed provisioning, infrastructure, services, and staff for Tier 1 and Tier 2 data centers.
- Created, managed, and reported monthly to corporate and business unit executives on service level agreements for networking, servers, SANS, email, patch management, telecommunications, and other IT infrastructure components.
- Partnered with vendors and contractors to acquire infrastructure hardware, software, and services.
- Managed all aspects of IT operations staffing including recruitment, supervision, scheduling, development, evaluation and disciplinary actions.
- Led IT Operations strategy, planning, budgeting, asset management, and allocation of IT operations resources.
- Developed and managed end-user provisioning services.
- Responsible for Tier 2 and Tier 3 Helpdesk staffing and support services.

THE NUTRASWEET COMPANY, Augusta, Georgia • 05/2000 – 09/2003

Director of Information Technology

Administered expert operations and managed team of 14 across 2 offices to ensure optimal information technology service delivery. Issued recommendations to executive management to ensure fulfillment of organizational technology needs. Devised and implemented cost-effective WAN solutions to support sales functions worldwide.

- Preserved \$6M in resources by successfully migrating all IT infrastructure, including SAP 3.1h landscape from Unix/Oracle to Microsoft/SQL, in 6 months following company acquisition.

THE NUTRASWEET COMPANY, Augusta, Georgia • 05/2000 – 09/2003 (continued from page 2)

- Implemented cost effective VPN solutions for remote connectivity and support of global sales offices.
- Managed Tier 1 data center, infrastructure, and provisioning team.
- Designed and implemented SAN architecture and virtual servers to provide greater flexibility, higher availability, and more efficient and cost-effective utilization of server hardware and services.
- Managed all aspects of IT staffing including recruitment, supervision, scheduling, development, evaluation and disciplinary actions.
- Developed business case justifications for IT spending and initiatives based on cost/benefit analysis.
- Migrated the manufacturing process control environment from a proprietary-based Provox technology and network to one that was standards based using current technologies such as DeltaV, Windows, and Ethernet protocols to reduce costs and increase support availability.

MONSANTO, Augusta, Georgia • 03/1993 – 05/2000

Information Technology Manager

Oversaw all IT functions and departmental operations for multiple divisions, including Searle, NutraSweet and Dairy Posilac. Led integration initiatives from the planning stages through execution. Conducted due diligence activities and contributed to management team presentations. Served as Executive Sponsor for the Ergonomic Environmental, Safety, and Health committee.

- Selected to create IT department from scratch for Dairy Posilac, and chosen to manage major technology divestiture project for NutraSweet.
- Led problem-solving and hands-on troubleshooting efforts for hardware and software.
- Managed IT infrastructure, operations, staffing (13 people), planning, budgeting, and resource allocation for three manufacturing plants in the pharmaceutical and food ingredient industries.
- Progressive experience beginning with System Administrator in 1993, IT Team Leader in 1995, and Information Technology Manager in 1998.

Medical College of Georgia, Augusta, Georgia • 09/1992 – 03/1993

EDP User Support Specialist

Provided helpdesk and workstation support for the Medical College University Campus.

- Troubleshoot and resolve user support tickets for workstations and Novell servers across the campus.
- Install and test workstations in the newly constructed Ambulatory Care Center.

EDUCATION

Master of Business Administration, Augusta State University, Augusta, GA
Bachelor of Computer Engineering (w/ Honors), Georgia Institute of Technology, Atlanta, GA

PROFESSIONAL DEVELOPMENT

PMP Certification (February 2011 – Present) • Myers-Briggs Type Indicator (MBTI) Certification
SANS GCIH (Gold Certified Incident Handler 2006-2010) • Certified WebEOC Administrator