

DAVID GILLIGAN

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SENIOR TECHNOLOGY MANAGEMENT PROFESSIONAL Chief Information Officer – Director of Infrastructure – IT Director – IT Manager

Exceptional record of success in the management of domestic and global IT operations. Consistent history of reducing costs and improving operational efficiency. Experienced at overseeing infrastructure, technical support, project management, system implementation, compliance, telecom, and risk management functions. Strong background in the transportation, healthcare, banking, and retail sectors. Excel at managing multi-million dollar budgets, establishing technology programs, and driving process optimization. Adept at building and leading top-performing teams. Excellent problem solving and customer service skills. **Core competencies include:**

IT Governance – Strategic Planning – Cost Control – Innovation – Business Analysis – Process Redesign
Service Delivery – Solution Development – Technology Upgrades & Deployments – Ethical Hacking
System Automation – Data Management – IT Security – Process Development – LIS Systems

PROFESSIONAL EXPERIENCE

ATC TRANSPORTATION, Pleasant Prairie, WI

2016 – Present

Director of Infrastructure

Oversee IT operations and manage the implementation and delivery of the technology infrastructure. Responsible for systems, applications, vendor relations, availability, disaster recovery, asset management, and technology deployment. Hire, train, and supervise IT team. Work closely with development team on new releases and coordinate the movement of applications into production. Designed strategies and procedures.

- Increased productivity by developing and implementing a Bring Your Own Device to Work (BYOD) policy.
- Reduced costs and resolution times by consolidating servers to create a robust DevOps environment.
- Enhanced efficiency by creating and managing a comprehensive inventory of all servers.
- Lowered costs by consolidating from more than 30 vendors to 3 main vendors.
- Initiated the company's current shift to a cloud-based infrastructure and development environment.
- Improved availability by developing a disaster recovery program with co-location and geo-redundancy.
- Established a high performing Service Desk that improved trouble resolution times.
- Instituted new training and career opportunities for staff, resulting in greater quality of work and staff retention.
- Led the implementation of new change control and infrastructure monitoring solutions.

FOOT LOCKER, Milwaukee, WI

2015 – 2016

Manager, IT Operations

Directed IT and network operations for this Fortune 500 company in a 24x7x365 environment. Managed data center, hardware, software, networks, application performance, and more for corporate headquarters and 3,450 remote locations in the U.S., Canada, and Europe. Developed and updated policies and procedures. Researched solutions to reduce risk and technical issues and improve processes. Created metrics. Performed reporting. Supervised a staff of 27. Actively involved in hiring, training, and budget preparation and management. Worked with vendors on issues.

- Improved efficiency and reduced costs by automating several key processes.
- Planned and led a complete redesign of the command center/NOC to better utilize space.
- Increased system availability by implementing several technology enhancements.
- Achieved improvements in productivity by standardizing the documentation process and developing a tracking spread sheet for IT inventory.

GE HEALTHCARE, Waukesha, WI

2014 – 2015

IT Project Manager (Contract Position)

Planned and led complex technology projects, including development, implementation, upgrade, and process improvement efforts. Identified business unit requirements, potential project risks, and impacts to existing systems and processes. Worked closely with relationship and program managers throughout project phases. Tracked issues. Performed customer operations management. Led weekly status, planning, and prioritization meetings.

- Ensured compliance with project goals through training and mentoring of IT teams.
- Drafted quality and project-related documentation and directed vital change control activities.
- Led the resolution of critical technical issues not handled by the call center teams.
- Effectively aided in the transition of customers to support teams.

LAKEVIEW SPECIALTY HOSPITAL & REHAB, Waterford, WI

2012 – 2014

Director of Information Technology

Oversaw IT operations for multi-site national healthcare organization. Supervised systems administration and help desk personnel. Managed support, project management, technology deployment, disaster recovery, security, vendor management, procurement, and compliance.

- Saved \$42,000 per year by correctly aligning the corporate Verizon wireless account.
- Increased system availability by planning and leading a 500-plus unit desktop upgrade initiative.
- Established a new department to manage HIPAA and PHI compliance. Created a HIPAA program for all company-issued cell phones and led the company to pass all licensing requirements.
- Improved technical service performance by implementing a new help desk ticketing system. Also launched a new data tracking tool and knowledge base.
- Enhanced security and reduced risk by authoring policies for information security, disaster recovery, help desk services, equipment loss/damage, removable media utilization, vendor access, and penetration testing.
- Identified areas of risk and worked with outside 'ethical hacking' company to ensure all issues resolved.
- Reorganized department to improve efficiency. Introduced new procedures for software licensing, inventory tracking, reporting, and document control.
- Directed critical technology implementations, including LIS, EHR, Telemedicine, Medicine Dispensing, Help Desk, Anti-Virus, and server system deployments.
- Prepared and instituted a standard policy/procedure manual for the IT department.
- Procured and installed wireless projectors, laptops, and screens for the boardroom and presentation theater.
- Spearheaded a critical data center streamlining effort to reduce costs and improve workflow.

ASSISTED LIVING CONCEPTS, Menomonee Falls, WI

2012

IT Manager

Directed technology operations for healthcare organization with 250 locations nationwide. Hired, trained, and supervised staff of 6, including help desk technicians and a corporate trainer. Worked closely with QA and database departments. Performed project management and procurement.

- Improved technical support capabilities by implementing new ticketing software.
- Enhanced efficiency by developing new technical support documentation for an enterprise knowledge base.
- Led the successful rollout of 375 new PCs and laptops in only 2 months.
- Designed a standard policy and procedure manual for the support team.
- Assisted the development department with testing and bug fixing of new software.

PREVIOUS EMPLOYMENT

Technical Analyst, MERGE HEALTHCARE

2010 – 2012

Help Desk Support Technician, FIRST BANK FINANCIAL CENTRE

2008 – 2010

Helpdesk Technician, INNQUEST SOFTWARE, Tampa, FL

2007 – 2008

Helpdesk Coordinator, BAYSHORE TECHNOLOGIES, Tampa, FL

2006

EDUCATION

MS in Information Technology, specialization in Project Management, American Intercontinental University

BBA with concentration in Management, American InterContinental University

AA in Business Administration, American InterContinental University

ADDITIONAL INFORMATION

Training: HIPPA regulations, Harvard Leadership Course

Technical Skills: Windows, Windows Server, AIX, Control-M, ITSM, Service Now, MS Office, Project, Visio, MS Exchange, Active Directory, Active Sync, Symantec Ghost, Anti Virus Systems, VMware, HL7, Databases, WSUS, PDAs, Smart Phones, Tablets, PCs, Laptops, Switches, Wireless Networking, Routers, Servers, JGA, HTML

Affiliations: Association for Computer Operations Management (AFCOM),, Delta Delta chapter of Epsilon Pi Tau