Pam Brodsack

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| A Technology executive with combined innovative and decisive leadership. Results-oriented strategic leader with broad range of successes in implementation of IT Technology Solutions, Architecture, Data Security, Business Process Improvement and Analytics. Track record of consistently combining financial leadership with sound short-term and long-term forecasting, delivery of solutions across the enterprise. Change-agent who is acknowledged for balanced judgment, stability and capacity to steer consensus among core business stakeholders with diverse agendas and visions. Significant experience in driving change, outsourcing, contract management and vendor management. Over 20 years’ experience in Financial Services. | | | | |
| **Professional Background** | | | | |
| * Enterprise Information Management Leadership * Strategic Planning/Technology Visionary * Process Reengineering and Improvement * Design and Execution of Technology Solutions * Change Management * Build Collaborative Teams * Key member Executive Leadership Team * Managing and mentoring an team of 200+ employees * Enterprise Ecosystem with end-to-end vision | | | | * Enterprise Architecture * Vendor Management * Business Continuity and Disaster Recovery   Planning   * Change & Release Management * Creator or new applications * Build of Proprietary Data Center * Technology Solutions to enable Business goals * Track record of delivering projects on time/budget |
| Professional Experience | | | | |
| **CTO- Technology Delivery & Support**  **CO-OP Financial Services (formally TMG)– September 2015 - Present** | | | | |
| |  |  |  | | --- | --- | --- | | **Executive**  **Leadership** | Strategic Direction | * Created Strategic Plan for Information Technology * Designed Plan and secured funding to move into two new tier rated data centers with EMC Vblocks * Provided Recommendation to increase SLA’s by introducing Active/Active configuration in forward facing client applications * Improved SDLC Process by introducing agile and creating new roles * Improved Security posture by reviewing gaps; made recommendations for changes and championed those changes throughout organization * Successfully launched the first mobile application within 6 months of hire from inception to beta * Led the reorganization of more than 1200 employees into a new organizational structure designed to transform the company into an Enterprise Technology Services structure | | | | | |
| **CTO**  **Enhanced Resource Center (ERC) May 2013 – September 2015** | | | | |
| **Executive**  **Leadership** | Strategic Direction | * Created Strategic Plan for Information Technology * Designed Telecommunication Architecture into MPLS to bring all ERC Domestic offices together. * Provided Recommendation and road map to convert MS Office into O365 to bring all of ERC together in one domain * Improved technological infrastructure in branch locations by upgrading hardware and providing a solid platform to meet and exceed client expectations and rigid SLA agreements * Created SDLC Process and introduced testing and UAT into the process at ERC * Provided expense control and consolidation on telecom expenses, licenses and hardware * Hiring and building an Engineering team to support the ever growing network and systems to connect the eleven facilities ERC has expanded to. | | |
| **CIO/Vice President Information Technology & Data Security Officer.**  **CBE Companies. 1992 – May 2013** | | | | |
| **Technology Experience** | Technology for Call Centers | * Introduced Cisco Unified Communications platform for Networking and Voice as preferred platform * Overhauled dialing technologies –executed implementations of Ontario, Noble and Cloud based dialers to achieve optimum dialing performance * Transformed telecommunications using multi-carriers and introducing VoIP and MPLS Cloud technology * Pioneered creation of collection system software utilizing SQL Enterprise, VB.NET, ASP.NET, Foglight, PureCM, Pervasive and others * Improved security posture through SANS training and technology from Cisco, Bosch, HP and others * Transformed storage in preparation for big data utilizing EMC SANs and Data Domains * Reduced data center footprint through VMWare & Citrix * Implemented Analytics into the enterprise using SAS and Speech Analytics * Expanded technology into global markets including India & Philippines | | |
| **Strategic Initiatives** | IT Operations Management  Technical Roadmap | * Responsible for strategic planning, governance, oversight, implementation and execution of operational framework for technology within all of the business units. * Instrumental in identifying and delivering cutting edge technologies to enable business performance and profitability * Delivers futuristic vision; Both tactical and 1, 3, and 5 year planning * Responsible for $15 Million in capital and operating expenditures | | |
| **IT Consulting** | Outsourcing | * Expanded offerings of IT technical consulting for clients to assist them in achieving their goals * Provides out of the box solutions for difficult problems | | |
| **Data Security** | Compliance and Incident Response | * Established disciplined systems to protect all client, consumer and company data * Developed oversight program to measure and monitor security related activities to produce 100% compliance with PCI, NIST/FISMA, ISO 27001, GLBA, HIPPA and SSAE 16. * Responsible for all Data Security and Incident Response Team | | |
| **Data Center Management** | Data Center | * Spearheaded the design and build of private bunker style data center to support all current and future data center operations that generates in excess of 2 million calls daily * Strategically positioned data center services to provide connection to adjacent city, the first in the area, enabling infrastructure in geographic area * Reduced telecommunications cost by 30%; internet costs by 50% while more than doubling redundancy & bandwidth | | |
| **Application Development** | Software Solutions | * Conceptualized the creation of a new collection system and adjacent modules that enabled new technology, strategy and created a marketable product * Guides and mentors Product Owners in design of solutions to comply with rules and regulations, including the FDCPA and TCPA | | |
| **Vendor Management** | Risk Management | * Initiate vision and design in evaluating and selecting vendors * Hands-on role in management of technological risk in vendor management * Strengthened IT posture by engaging in responsible outsourcing | | |
| **Performance Management** | Key Performance Indicators (KPIs) | * Identifying and monitoring core performance metrics or “measures that matter” in alignment with the progress towards the achievement of company goals that include cost savings, efficiencies, effectiveness and relevance. * Measures IT Performance against Service Level Agreements * Partner with Analytics team to introduce analytical model creation | | |
| Previous Experience | | | | |
| **Director – Information Technology. The CBE Group, Inc. 1999 – 2002** | | | | |
| **IT Operations** | Leadership Function | | * Full Management Responsibility for all aspects of Information Technology * Created staff development programs, job descriptions and career planning * Expanded staff by 300% * Created cost savings in vendor contracts by more than 25% | |
| Architecture  Planning | | * Responsible for oversight, implementation and execution of the enterprise architecture. Responsibilities included examination technology, expanding the platform for emerging platforms, formalizing the process of procurement to execution. * Pioneered the first SAN installation in the state of IA for Hitachi | |
| Integration | | * Delivered IT integration of major new clients * Designed and oversaw the customization of new programs to meet and exceed expectations of markets * Launched new programs for data exchange, EDI, invoicing cycles, encryption and specific collection letters that generated revenues contributing to company growth level of more than 3x. | |
| Quality Assurance | | * Led and managed data quality test initiatives as part of quality control process improvements * Instituted data security into all processes and procedures | |
| **Manager of Information Services. April 6, 1992 – 1999** | | | | |
| Management Functions | | | * Developed, reviewed and streamlined help desk support by improving service level agreements by more than 50%. * Engineered and implemented networking strategies, which included: network performance, capital purchasing, and asset management. * Directed first implementation of dialer technologies, GUI environments, email, internet and other technologies * Served as subject matter expert (SME) on all IT Administration, Networking and Help Desk Functions | |
| *Previous Experience* | | | | |
| System Administrator; IT Analyst | | | | |

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| Executive & Academic Education |
| * **MBA** Masters of Business Administration. Southern New Hampshire University. Degree Earned - 2015 * **Executive Business Education.** Chicago Booth, High Performance Leadership. 2012 * **BA in Management of Information Systems.** University of Northern Iowa. Degree Earned - 1994   **CTO of the year –Apr 2017 – Issued by Technology Association of Iowa Prometheus Awards** |
| Corporate Leadership Education (past 4 years only) |
| * FinDevR – NY City * Cloud Symposium Forum- CIO Leadership * IT Leadership Strategies – IT Boot Camp * CISCO/EMC/VmWare/RSA – Executive Briefing * Scrum Master/Agile Training * Covey’s The 7 Habits of Highly Effective People – Coach Program |
| Security Education |
| * Completed CISSP Training through SANS.org * Completed DLP Training through SANS.org * Incident Response Training * Disaster Recovery Journal – DR & BCP Training |