

B. GAGE RENZI

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SENIOR IT MANAGER

Senior manager with 15 years of experience in driving IT alignment, applications development, quality control, and program planning for multiple industries. Analyzes business processes and develop targeted strategies to improve operational efficiencies, raise productivity, and make cost effective use of available resources. Ensures organizational excellence through monitoring of key performance metrics and establishment of continuous improvement initiatives. Spearheads new initiatives to streamline workflows and build employee competencies.

Strategic Planning • Agile Systems Development • Software Quality Assurance • Quantitative Analysis
Team Building • Organizational Strategy • Systems Implementation • Operational Efficiency
Performance Management • Concept Ideation • Operational Analysis • Process Improvements • Change Management
Testing Methodologies • Needs Assessment • Issue Resolution

PROFESSIONAL EXPERIENCE

MCCRIGHT TECHNOLOGY SERVICES, Chattanooga, Tennessee • 2009-present

Market leading \$6.2 million provider of business process outsourcing to public housing agencies across the United States.

Director of IT

Coordinated all product development activities, from research to market, to launch a business process automation suite tailored to meet process compliance needs for Section 8 housing recertification. (Total unit cost for agencies is reduced by approximately 60% using this solution). Built team of 5 developers and contractors, negotiated with vendors, and launched alpha product in 5 months.

- Built roadmap for three month rent determination system modernization project and delivered on time and on budget, resulting in significant operational efficiency increases.
- Analyzed state and federal regulations and guidance to develop product specifications which would increase efficiency while also providing increased customer service to process stakeholders.
- Met with potential customers to understand product needs and integrate into development pipeline based on McCright technical and business competencies.
- Implemented agile development and automated testing framework to deliver short cycle times (2 week deliveries) without compromising product quality.
- Negotiated with bulk mail vendors to outsource mail generation functions, resulting in reduced staffing needs and postage savings.
- Implemented CRM solution with McCright business to allow single tracking system for customer interactions and issues.

UNUM PROVIDENT, Chattanooga, Tennessee • 2001-2009

\$10.5 billion premiere provider of disability income insurance for the United States and United Kingdom, employing 12,500 worldwide.

Director: IT Project Office, Project Management Office, & Administration Development (2006-2009)

Commanded multiple roles involved in rolling out new capabilities across diverse work streams. Oversaw the development of new reporting and metrics capabilities, including the development of a CIO Dashboard. Coordinated with staff to design and implement methodologies for corporate software development. Pioneered the establishment of a testing center of excellence to accomplish quality assurance. Directed 5 team members in developing solutions for HP portfolio management products and providing support for various HP applications.

- Spearheaded the creation and implementation of an iterative, incremental systems development lifecycle in order to organize the largest project within the history of Unum, encompassing 180 developers and 18 months.
- Documented methodologies and established training programs for the development lifecycle.
- Created testing methodologies resulting in a 6% defect rate, as opposed to the standard 8-10% rate.

- Developed custom reporting applications to improve tracking of testing progress, coverage, and results, with traceability to requirements.
- Pioneered an analysis of the production application portfolio, identifying several crucial changes and process improvements, including process handling procedures key to a 10% improvement in productivity.

Director: Production Application Shared Services (2005-2006)

Led a new organization in launching initiatives to reduce overall maintenance expenses for over 600 company-wide business applications. Developed technical strategies, monitored performance metrics, compiled and analyzed work data, addressed identified issues, and accomplished quality assurance.

- Contributed to a 25% improvement in process efficiencies and priorities leading to growth from 1.35 to 1.69 applications supported per full time employee.
- Reordered the scope of work to focus 56% of hours on critical strategic systems, as opposed to less than 40%.
- Established reporting metrics in alignment with a balanced business scorecard.

Customer Care Systems Representative (2001-2005)

Fulfilled the role of Systems Consultant I & II in order to accomplish applications development, identify and resolve development issues, and develop solutions to production problems in the claims system, with authority over various teams of 5-15 employees.

- Cut average defect resolution time by 14.8 hours, reduced defects by 36%, improved test process results by 32%, and saved 2-3 calendar weeks of test time by establishing test and software design standards.
- Improved productivity by increasing claims system availability from 97% to 99.1%.
- Led dramatic improvements in turnaround time for identification and response to outages or performance degradations by implementing an application monitoring system via HP Business Availability Center.
- Developed load testing methodology to identify application bottlenecks prior to production moves. Presented this approach at Mercury World conference in 2004.

CERTIA, INC., New Orleans, Louisiana • 1999-2001

Collaborative startup from Alex Brown & Deutsche Bank, providing multiple technology/application services.

Development Team Lead

Directed 10-15 developers and 5 quality assurance staff members in achieving market goals for company services. Managed project objectives and architecture, issue resolution, and project workflows in order to ensure timely and accurate completion of target goals.

- Launched initiatives to reduce product defects by implementing a Rational Unified Process framework in order to improve communications and coordination for product specifications, builds, testing, and delivery.
- Improved delivery turnaround times significantly through process improvement initiatives resulting in the 1st project delivered within time constraints, avoiding several hundred hours of debugging, and providing functional code that could be efficiently reused.
- Created a requirements prioritization methodology designed to allow for adjustments to software requirements priorities in conjunction with new delivery methodologies.

LOUISIANA STATE UNIVERSITY MEDICAL CENTER, New Orleans, Louisiana • 1997-1999

University-affiliated research laboratory focused on neurocircuitry studies.

Applications Programmer

Designed and implemented programs targeted towards mining and analyzing data for the medical center's research into eye movement and neuronal firing data. Created specific functions in adherence with experimental protocols, including identifying trends, isolating signals, and searching for firing of brain cells in recordings.

- Developed algorithms and applications allowing for the efficient analysis of data sets.

ATHENA INTERNATIONAL, LLC, New Orleans, Louisiana • 1996-1997

\$5 million reseller of calling cards and long distance telephone services.

Provisioning Manager

Supervised 4-6 staff members in accomplishing long distance service transfers for clients while maintaining regulatory compliance. Addressed issues, communicated with telecommunications partners to troubleshoot transfer problems, and collaborated on new employee training standards and procedures.

- Reduced turnaround time for customer integration to 3 weeks from an average of 2 months, with success rates rising from 60% to 90%, by developing and implementing a streamlined workflow automation system.

FORMAL EDUCATION

Master of Business Administration, Executive Program, 2005
Owen Graduate School of Management, Vanderbilt University, Nashville, Tennessee

Bachelor of Science, Psychobiology, 1995
Lynchburg College, Lynchburg, Virginia

COMPETENCIES

METHODOLOGIES	Rational Unified Process (RUP), Scrum, XP, CMMi, PMI PMBOK, ITIL, Six Sigma (DMAIC)
PROJECT MANAGEMENT TOOLS	MS Project, Project Server, VersionOne, HP Project and Portfolio Management (PPM)
LANGUAGES & PLATFORMS	C#, VB.NET, C++, PHP, LAMP, XPath, XSLT, Javascript, some Java, some Python
PROTOTOOLS & STANDARDS	SOAP, JSON, REST, SMTP, IMAP, POP3, HTTP, DNS, SSL, WS-Human Task (WS-HT), BPEL, BPML, UML, XML, XSD, ERD, COM, ActiveX
DEVELOPMENT TOOLS	MS Visual Studio, Eclipse, Zend, <oxygen>, Stylus Studio, soapUI, ActiveVOS
OPERATING SYSTEMS	Linux (RedHat - RHEL, CentOS, Ubuntu, Debian), Windows 200x/XP/Vista/7
DATABASES	MS SQL Server, MySQL, PostgreSQL, Oracle Essbase
OTHER	SSIS, Minitab, R, HP Quality Center (Test Director), HP Performance Center, HP Business Availability Center, Tomcat, Cognos, Toad, MS Office, Sharepoint