JOHN H. SUDDUTH

Career Profile

Visionary and results-driven IT executive with expertise envisioning and leading technology based revenue and growth initiatives. Impressive, fast-track management career marked by demonstrated ability to build peak performing teams and achieve cross-functional business objectives. Valued member of senior executive teams, contributing a broad-based perspective to create pragmatic IT strategies and implementation plans designed for maximum return with the lowest costs. Consistent success in guiding highly skilled cross-functional teams in the design, development, execution, and support of leading-edge technology oriented business solutions and processes with a hands-on technical management style that inspires confidence in team members. Seeking position where I can actively guide the technical and strategic direction of the business or agency through technology.

Core Functional areas of expertise include:

- Budget Management
- Business Continuity
- Corporate Mission Fulfillment
- Direct Report Management
- Enterprise Architecture
- ITIL/ITSM
- IT Policy Management

- IT Strategy & Execution
- Process Improvement
- Product and Project Management
- Relationship Development
- SOX Compliance
- Technology Integration

- Team Building & Leadership
- Vendor & Contract Management
- Government IT Procurement
- Labor Relations
- Six Sigma

Core Technical areas of expertise include:

- Business Intelligence
- CRM
- Database Technology
- Desktop Management
- Directory Services
- Email & Collaboration Systems
- ERP Solutions and Financial Systems
- Helpdesk/Support Tools

- HR Systems
- LDAP
- Linux
- Master Data Management
- Mobile Solutions
- Monitoring, Alerting and Trending
- Open Source
- Portal Technologies

- Project Management Tools
- SharePoint
- Socrata
- Software Distribution
- Storage Technologies
- LAN/WAN Networks and Protocols
- Windows Desktop/Server Editions
- Virtualization Technologies

Selected value-offered highlights:

- **Implemented Enterprise Wide Reporting Solution;** initiated and led the effort to create and implement a comprehensive information management solution using Microsoft SharePoint, this solution consolidated data from disparate systems resulting in high efficiency, data standardization and eliminated storage reduction.

- **Implemented and Led a Staff Feedback Initiative;** initiated and led an effort to provide senior management with feedback from the staff and created a program that allowed for follow through on responses and the resolution of identified issues and concerns. This solution consisted of using a standard information technology service management methodology to collect metrics and improve response quality.

- **Managed and led various technical groups;** managed various groups consisting of DBA's, Architects, Analysts, Application Engineers, Field Technicians, Help Desk agents, Email Administrators, Developers, Desktop and Server Engineers, Project Managers, Managers, Directors and Executives.

- **Implemented a new role based organization model for IT staff;** led effort to create a role based organizational model for the entire IT department of 100+ employees. This solution included the creation of 15 specific IT roles with supporting job descriptions, specific core competencies, and technical competencies associated with each position.

Metropolitan Water Reclamation District of Greater Chicago
Director of Information Technology (Acting)

Chosen to orchestrate the planning and execution of the Water Reclamation District's information technology strategy. Currently working on efforts to realign the IT department to better support business units.

Selected Achievements

- Working to implement project management solution to better track project completion and success
- Currently evaluating various software platforms in efforts to streamline business processes
- Working with IT management team to implement standardized IT support framework (ITIL)
- Mentoring IT staff in efforts to create an inclusive and collaborative culture

Illinois Department of Public Health   2012 – May 2015
Chief Information Officer

Chosen to better align the office of Information Technology with other Agency units. Formulated clear and concise strategic plan for the Office of Information Technology. Within the first year transitioned paper processes to electronic systems. Led efforts to transition state-wide vital statistics data from mainframe solution to SQL/.NET environment. Reorganized the Information Technology department from a centralized, reaction driven department, to a de-centralized, agile, demand driven department. Led efforts to document and re-engineer business process throughout the Agency utilizing best practice Business Process Mapping (BPM) methodologies. Led a team of 80 technical resources with 5 direct reports.

Selected Achievements

- Introduced and founded the Agency's first Technology Steering Committee resulting in a standardized project portfolio based on the needs of the Agency.
- Implemented Agency's first Cloud based solution (Grants Management), resulting in cutting award time from 3+months to 2 weeks.
- Created strategy to converge disparate, siloed systems into enterprise class solutions resulting in a $2M year over year cost savings
- Created an organization of empowered senior professionals with the ability to directly manage individual efforts and small projects with the authority to drive decisions and timelines allowing for an extremely agile organization, leading to the elimination of bottlenecks via management channels.
- Launched Agency's open data initiative, migrating public data to an Open Source, Cloud based solution
- Led efforts to implement Meaningful Use registry system in accordance with Federal guidelines, only state health department to implement meaningful Use registry on-time (according to the original federal timeline)
- Introduced several new capabilities: Electronic grants management system; vital statistics web-based system, several automated workflows, and a project tracking system.
- Developed three-year technology roadmap that focused on innovation, customer services and information management.
- Introduced a matrix support structure to better handle demand management

- Designed and implemented the Project Management Team, creating the processes and methodology to implement a Project Management Office that tracked and measured the success and failures of projects.
- Implemented Service Level Agreements (SLAs) and standard operating procedures (SOPs) to better align IT with Program Areas, resulting in improved customer relationship and IT expectations.

Huron Consulting Group, Chicago, IL   2007 – 2012
Director of Enterprise Applications

Worked closely with various practices areas and cooperate groups to identify and implement technical solutions to help streamline and improve business process, present overall company strategic vision to ensure all practices and groups are working towards the same vision, collaborate with practice leaders to develop a successful course of action for future technical needs. Effectively manage and motivate team to ensure timely and cost effective project implementations, work directly with other groups in IT to deliver the best overall solutions to meet current and future business needs. Work with vendors to ensure the most cost efficient solutions based on business requirements. Developed daily procedures that ensure optimal support of the company's enterprise applications.

Selected Achievements
- Implemented company wide information management solution
- Streamlined business alignment by improving communication and providing consistent customer services, resulting in improved and expanded relationships with key stakeholders
- Reorganized the staff and responsibilities of the Enterprise Applications group by realigning their skills with the appropriate application development engineers to provide a more robust response model, which led to greater expertise and efficiency in supporting business solutions.
- Supported effort to provide for staff growth by promoting and enabling the career growth of 6 staff members over 3 years into new roles within the organization. This initiative also resulted in a comprehensive succession plan, which allowed continuous progress after my departure.
- Introduced several new capabilities: Document and Records Management (SharePoint), CRM (Interaction)
- Designed and implemented the Application support team, which allowed a standardization methodology for application deployment and support
- Highly regarded and sought after by colleagues at all levels for guidance and mentorship

Huron Consulting Group, Chicago IL   2005 –2007
Server Operations Manager

Responsible for Microsoft Windows Server installations, upgrades and support. Managed Windows Active directory, created server standards (models and builds). Provided 3rd tier support for all servers and Active Directory related issues, installed and upgraded enterprise applications. Upgraded and supported SQL database environment. Interviewed and hired staff for day to day server and active directory support, mentored and developed the skill sets of first and second tier staff.

Selected Achievements
- Managed Windows Active directory, created server standards (models and builds), provided 3rd tier support for all server and Active Directory related issue
- Overhauled server infrastructure and Active Directory Domain to provide a more stable and standardized environment.
- Designed and implemented the Microsoft Network Operations team
- Centralized and consolidated network server environment

- Formed Messaging/Server & Active Directory team
- Conducted candied performance reviews for direct reports.

SONNENSCHEIN NATH and ROSENTHAL LLP Chicago IL   1998-2005
  Sr. Database Administrator and Network Administrator

Provided 24/7 support for database servers, responsible for all production databases backups and restores, planned and maintained budgets for all database servers, supported database related applications (Carpe Diem, Docs Open, CopiTrak), and project management. Facilitated the successful implementations and upgrades to the following systems: Elite Enterprise including (Frx, FAS and Whitehill), Document management system (Hummingbird DM5), Storage Area Network upgrade and data migration, time entry system overhaul (Carpe Diem), Microsoft Project Server, Microsoft SQL Server cluster system design, Microsoft SharePoint Portal Server Implementation.

General Duties
- Supported a total of 80 Windows NT4 and Windows 2000 Servers and Advance Servers in a multi site environment.
- Resolved network services issues including, WINS, DNS, DHCP.
- Led Database support team
- Created, managed and supported SQL Server databases

EDUCATION & CERTIFICATIONS

Triton College
- Certificate, Electronics Technology
- AS General Studies
Northwestern University
- BA Leadership and Organization Development

Professional Certifications:

- Project Management Professional (PMP), Certified by Project Management Institute (PMI)
- MCITP: SQL Server 2005 Administration, Certified by Microsoft
- MCITP: SQL Server 2005 Developer, Certified by Microsoft
- Lean Six Sigma Black Belt, Certified by IASSC
- Certified Change Management Specialist, Certified by Management and Strategy Institute
- MCITP: SQL Business Intelligence, Certified by Microsoft
- MCP: Windows Server 2008, SQL Server 2005, Certified by Microsoft
- ITIL V3 Foundation Certification, Certified by EXIN