Sean T. Kelly

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Experienced IT Operations Leader & Program Director

Engaged leader and business partner with executive and hands-on experience in the integration and administration of technology solutions unique to government and municipalities. Over twenty-five years of professional experience with a strong committed background to public service, specifically in the education and utility sectors.

Core Competencies

• Strategic Technology Alignment	• Technology Infrastructure / Architecture	• Business Process Mapping
• Enterprise Operations Management	• Vendor / Contract Management	• Communicating Value
• Requirements / Needs Assessment	• Customer Service / Experience	• Cybersecurity Awareness

Professional Experience

ACTING DIRECTOR, INFORMATION TECHNOLOGY
Metropolitan Water Reclamation District of Greater Chicago, Chicago, IL   *01/23 - Present*

I currently lead technology operations and programs for the largest wastewater utility in the world. As a critical infrastructure agency, I drive strategic technology alignment with a business focus, providing value and direction in operational excellence, technology innovation, and secure digital transformation in the wastewater industry.

Expertise and ongoing efforts include:

- Driving IT project management and strategic planning that effectively integrates technology, business process improvement and optimization

- Collaboration with local municipalities and wastewater leaders to share industry specific challenges, solutions, and innovations in technology

- Administration of an 18-million-dollar departmental budget with an emphasis on budgetary governance that provides business and technology efficiencies

- Leveraging relationships with department leaders to deliver technology recommendations and solutions for effective business transformations

- Boosting cybersecurity program efforts with an emphasis on compliance, prevention, and mitigation steps unique to government and water/wastewater industries

- Prioritizing enterprise resilience, continuous improvement, and customer service to the District, while leveraging secure cloud and mobile alignments with organizational needs

- Authoring District wide administrative procedures and policies that protect District interests and provide operational guidance to personnel

ASSISTANT DIRECTOR, INFORMATION TECHNOLOGY

Metropolitan Water Reclamation District of Greater Chicago, Chicago, IL   *10/15 – 01/23*

Led division and program directives for all network infrastructure, security, desktop engineering, and end-user service operations across the District that serve the Cook County of Illinois area.

- Lead technology architecture and operations initiates, creating an agile 3-5 five-year strategic plan in IT Infrastructure and Operations

- Authored new department wide policies and procedures, creating visual documents and workflows as a buy-in and change agent for critical process improvements

- Effectively co-managed a 7-million-dollar annual division budget (18 million overall), with an emphasis on cost-saving measures in business process automation and software-as--a service adoption.

- Implemented best practice frameworks in operations support and continual service improvement based on best practice standards in IT Service Management (ITSM) and the IT Infrastructure Library (ITIL)

- Created the District's first Cybersecurity Awareness program and annual mandatory security training for all employees

ADJUNCT PROFESSOR, INFORMATION STUDIES

City Colleges of Chicago, Chicago, IL   *12/14 – 01/23*

Adjunct professor in undergraduate studies on various topics in technology and related industry research.

- Taught courses on Practical Computing Applications, Operating Systems and Software Concepts

- Provided market and design consultation with DePaul University on a faculty portfolio software project

- Conducted market and industry research on various IT topics, writing articles ranging from personal computing to outsourcing and managed services.

ASSISTANT VICE PRESIDENT – TECHNOLOGY INFRASTRUCTURE / ARCHITECTURE

Roosevelt University, Chicago, IL   *7/11 – 11/14*

Provided leadership and strategic direction of the technology infrastructure group, including network, telecom, security, data center management, and enterprise systems. Led day to day operations, program and project management for key services, and managed a fiscally responsible budget while working with key partners to best understand needs.

- Developed a 3-5-year technology infrastructure roadmap, aligning key integration points and continually building business process improvements

- Led the collaborative planning and design of network build outs for a new $120 million dollar ($1.5 million IT spend), 32-story vertical campus and sports complex built from the group up

    o Managed integration of core communication systems and applications including Cisco video conferencing, wired/wireless networking, and cellular connections for our 7000+ user base

    o Led and managed a $700k Cisco Voice over IP (VOIP) telecom transition in an overnight flash cut, saving the University $100k on annual maintenance and adding no additional cost to the University

- Decreased telecom operating costs $300k annually by renegotiating broadband and mobile wireless contracts. o Secured funding for a $1million dollar cellular service expansion / improvement project by a major tower company that included profit sharing revenue for the University

- Created cross functional teams and authored several process improvement measures for technology onboarding, business continuity /disaster recovery, service level agreements, and web-based change management

- Coordinated initial technology design plans for broadband, wireless and cellular enhancements at our facility as a collaborative effort with the 2015 NFL draft and City of Chicago

ASSISTANT DIRECTOR – INFORMATION TECHNOLOGY
Ounce of Prevention Fund, Chicago, IL   *11/08 – 7/11*

Led technology infrastructure, architecture, operations and support side of the IT department. Analyzed workflows, business processes, and needs requirements to revamp IT policies, procedures, and best practices across multiple locations.

- Led the planning and design of two network build outs for a new $2 million construction expansion project in both our Chicago and Springfield, IL locations

  o Managed integration of all network and systems into one network through coordination of site needs assessments, requirements gathering, and strong collaborative project / vendor partnerships

- Managed a $130k telecommunications project that included revamped broadband, voice over IP (VoIP) and private WAN implementations across four geographically dispersed sites in the U.S.

  o Saved $70k in annual costs year one through the negotiation of new network and wireless contracts

- Led cloud service models initiatives to host enterprise hardware and software, including E-mail, collaborative file sharing, and Web-based conferencing using Office 365

  o Implemented virtualization and open source technologies to further lower our technology TCO

- Expanded enterprise video conferencing integrating host-based, web services and conferencing stations across several states for organizational training, meetings and customer engagements

ASSISTANT DEAN – INFORMATION TECHNOLOGY
City Colleges of Chicago, Chicago, IL   *8/06 – 11/08*

Provided executive leadership and IT budget management as head of Olive Harvey College's technology department. Directed helpdesk incident management, desktop / lab support, network/server infrastructure, web, and telecommunications.

- Restructured service operations from the ground up. Revamped and created policies, procedures and training materials for all IT operations. Reduced daily helpdesk volume by 30%, and improved operation flow

- Increased network and voice stability by 40% and reduced campus downtime. Redesigned NetPOP and telecom areas, following district-wide upgrade standards (DS-3 /Opt-E-Man /LiteSpan)

- Saved the district over $10k annually in extended warranty and maintenance costs by coordinating server infrastructure upgrades and consolidation projects using virtualization

- Shaped current City Colleges of Chicago model for service excellence as part of the inaugural district wide team hand-picked for a year-long study in higher education

SENIOR NETWORK ENGINEER

Chicago Public Schools –Office of Technology Services, Chicago, IL   6/01 – 8/06

Steered enterprise application and system operations for the 3rd largest school district in the U.S., hosting 175 mixed standalone, virtualized and HP blade servers in data centers at central office and State of Illinois buildings.

- Led the infrastructure team for Windows domain, server, and web infrastructures. Authored best practices and policies on systems security and administration

- Saved $30k annually through server consolidation projects and extended maintenance/warranty support. Consolidated data from multiple system sources and implemented quota / archive management

- Steered server readiness for district-wide centralization of software and network management tool rollouts to all 630 schools affecting 10,000 teachers and 40,000 students

SOFTWARE ENGINEER – Windows / Unix Integration

Motorola, Inc. Arlington Heights, IL   6/98 – 6/01

- Led Unix/Windows interoperability, support and SDLC testing for major Motorola engineering applications

- Chaired inaugural Windows platform readiness initiative for the Motorola engineering community tracking company-wide tool testing, packaging, deployment, and licensing efforts

Education

- DePaul University, Master of Science, Instructional Technology & Management
- University of Illinois at Urbana-Champaign, Bachelor of Arts
- ITIL Foundations v3.0 Certification
- ITIL Practitioner v3.0 Certification
- Security+ Certification (DePaul)
- Illinois State Board of Education, Career and Technical Education (CTE) License

Technical Proficiencies

Enterprise Platforms:	Microsoft Directory Services & Platforms (Windows, Azure/Active Directory, Exchange, Outlook, Hosted Public/Private Cloud Services (*aaS) / Managed Service Models, Office 365, IIS, Virtualization: VMware, ESX/vSphere
Network/Infrastructure:	LAN/WAN technologies, Telecommunications, Videoconferencing, Bandwidth / QoS / Wireless / Wi-Fi Technologies, Cisco VoIP
IT Service Management:	Authoring IT policies, procedures, business process maps, and templates
Performance Monitoring: **& Reporting**	What's Up, Nagios, SolarWinds
Productivity Tools:	Microsoft Office/365 Suite / OneDrive, Office 365, Visio, Project, Microsoft, Project Management, SharePoint, SmartSheet
Authoring Tools:	Web 2.0/Social Media tools, Camtasia Studio / Snag-It, Adobe Acrobat Pro, Dreamweaver, Audio/Video Editing, Brainshark Authoring/Training
ERP & Relational Databases:	SQL, FileMaker Pro, SAP
Coding Languages:	Shell Scripting, HTML