



Stephen Herland

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Senior Technology Executive

Extensive success and experience implementing complex technology operations and enterprise platforms

24 years of IT excellence starting from software development, product development, enterprise architecture design and everything in between. Capable of coming into an organization that is in need of modernizing and revamping their entire infrastructure and developing a complete technology roadmap that addresses the immediate concerns and outlines the necessary changes that will position the company as an industry leader and guide them forward for the long term. Achievements include helping companies achieve 99.99% uptimes, reductions of vendor spending through effective negotiations, increased performance and productivity using innovate and disruptive tech, and overall IT department budget savings of 10-15% through proper sizing and forecasting strategies. All of this while still achieving high customer service marks, lower times to close tickets, improved software quality, and delivering a highly available and completely secure data network.

Highlights of Expertise

- Corporate Strategic & SWOT Planning
- Infrastructure, Technical, & Digital Design
- Data Science & Analysis
- Cloud Services & Hybrid Design
- Cybersecurity & Risk Management
- Robotics and Machine Learning
- Application/Software Development
- Technical Project Management

Career Experience

Liberty Bankers Life Insurance Group – Dallas, Texas

Life insurance, annuities, and supplemental health insurance carrier.

ACTING CTO / SVP OF TECHNOLOGY (2017 to 2020)

Effectively managed IT infrastructure and enterprise platforms that supported \$2.5B assets, 150 corporate staff, strategic partners, and 5000+ independent agents.

- Modernized corporate enterprise and improved network resiliency. Improved network uptime to 99.9%.
- Optimized AWS deployments through right-sizing of instances, monthly savings of over 25%.
- Rolled out a new iOS / Android payment platform that processes >92% of collections via embedded handheld tablets. Conduct POS illustrations, cost calculations in front of the customer.
- Championed the improvement of the data warehouse reporting platform that saves 100+ hrs. of monthly effort and creates trending & customer behavior modeling capabilities.

Preferred Homecare Solutions – Phoenix, Arizona

Home medical devices, equipment, and prescriptions company.

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DIRECTOR OF APPLICATION DEVELOPMENT (2016 to 2017)

Transformed operations/development teams of 20 direct reports into high-functioning, efficient, and effective partners to the rest of the organization.

- Uncovered inefficiencies and risk within the legacy platforms. Introduced new technologies/platforms to improve up-time by 15%.
- Deployed an Agile approach to software development to improve coding productivity by over 30%.
- Established new Dev Ops team, processes, and procedures to improve code stability and reliability. Reduced number of reported bugs by 15%. Reduced deployment downtime by over 75%.

Health Services Advisory Group – Phoenix, Arizona

Health insurance auditing company to private insurance, state and federal agencies receiving federal funding.

MANAGER - SHARED SERVICES / DEV OPS (2013 to 2016)

Spearheaded network infrastructure application development projects alongside a cross-functional team. Managed team of 10 direct reports, 5 federal agency portals, and data support for 300+ analysts.

- Established code branching and robust processes/procedures in all environments. Transformed the performance of the team significantly after re-structuring key processes.
- Quickly reacted to problems and proactively maintained systems to avoid failures. Reduced downtime by 20% and optimized production resources more effectively.
- Closely monitored server environments from the development process through production. Decreased the cost of physical server space by \$40k annually through cloud deployments (Azure).

Evogi Group – Scottsdale, Arizona

Automotive insurance telematics startup offering brandable data collection devices.

PRODUCT MANAGER / SR BA (2013)

Delivered innovative connected car device to nationally recognized P&C insurance carriers. Re-vamped product strategies, documentation, and project management processes across the entire organization.

- Guided product development process with new ideas and pinpointed areas of dissatisfaction/concern.
- Responsible for product software builds, deployment, and product certification.
- Served in a consulting/subject matter expert capacity, championing several business process improvement ideas. Streamlined and automated processes, which improved efficiency by 15%.
- Acted as scrum master for my products / clients; leveraged Rally and other agile toolsets.

Iridium Satellite – Tempe, Arizona

Global satellite telecommunications company serving maritime, logistics companies, and military customers.

IT APPLICATION MANAGER (2008 to 2012)

Focused heavily on the development of a new telecom provisioning and billing platform that operates 24/7/365 delivering corporate & mission critical telecommunications globally.

- Allocated and closely tracked a \$2-5M annual development budget. Slashed unnecessary spending and shared resources wherever possible for reduced project costs.
- Rolled out new Oracle Billing and Provisioning platform responsible for \$1.4M of monthly invoices with zero down-time or billing interruptions.
- Re-vamped the entire software development lifecycle (SDLC) process. Reduced operating bugs by 50% and additionally enhanced the code quality of designed applications.
- Worked directly with Product Development on the launch of two new handheld phones (9555, 9555 extreme) and a new maritime antenna (Iridium Pilot).

Director of Web Technology (2005 to 2008) ■ Oxford Life Insurance – Phoenix, Arizona

- Developed new insurance products w/ marketing team, supporting back office processing code, business process automation, claims processing, application processing and online agent portal development.

Web Publishing & Web Technology Instructor (1999 to 2004) ■ University of California – Riverside, California

- Instructor led web publishing courses covering basic HTML, javascripting, and internet security topics.

Director of Special Projects / Flash Projects (2002 to 2003) ■ Readylink Healthcare – Palm Springs, California

- Worked third party marketing firm to develop custom Flash applications to drive customer loyalty. Improved internal employee web portal interface.

Owner / Lead Developer (1995 to 2002) ■ 629 Web Studio – Hemet, California

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- Started and ran local web dev studio serving Southern Ca. and Riverside / Inland Empire businesses. Established over 25 clients with recurring business, front-end, middle ware and database back end development services.

Education & Credentials

Capella University – Minnesota: **BACHELOR OF ARTS – BUSINESS ADMINISTRATION**

Mt. San Jacinto College – California: **ASSOCIATE OF SCIENCE**

Professional Development: CISSP – Certified Information Systems Security Professional (2006 – 2008)

Technical Proficiencies: Windows, Linux, OSX, Networking protocols, IDS/IPS, A/V, Endpoint protection, Classic ASP, C#, .NET, MVC, TFS/VSO, VS2010-2017, GitHub, SVN, OnTime Bug Tracking, Bugzilla, SharePoint, SaaS, IaaS, PaaS, AWS, Azure, VMware, Hyper V, SQL, SSMS, SSIS, SSRS, Oracle 10/11g, MySQL, Oracle BRM 7.3/7.4, Sugar CRM; ERP; NetSuite; RMM, Splunk, Network monitoring, VoIP, SIP phones, PBX, Satellite Comms.