**Scott Mitchell**

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**Chief Technology Officer | Director of IT**

**Security & PCI Compliance | Financial Stewardship | Networks & Infrastructure | Team Leadership**

Client and business-oriented executive leader with talent for transforming IT infrastructure, operations, offshore call centers, and IT security within high-profile, multinational corporations. Deliver technical vision and build roadmaps to prioritize introduction and launch of cutting-edge technology solutions, enabling rapid business growth and expansion. Create performance-driven cultures to reduce turnover and increase productivity at call centers and within internal teams. Combine business acumen, high EQ, and grit to transform business objectives into actionable steps and engage teams on execution.

**- IT Operations Management - Network Transformations - Cybersecurity**

**- Data Center Operations - Cloud-Based Systems - Strategic Vision**

**- Strategic Planning & Analysis - VMWare Infrastructure - Vendor Contracts**

**- PCI-DSS Security & Compliance - Network Security - Cost Reductions / Budgets**

**Professional Leadership Experience**

**TEMPOE FINANCIAL**, Manchester, NH 2017 - Present

**Director IT, Operations, Compliance**

Hired on to stabilize operations during time of high turnover and flux, including loss of C-level leadership. Established immediate partnership with new VP of Engineering on running entire Manchester office with 7 direct and 25 indirect reports, $4M budget (US and Guam operations), remote data centers, and 2 near-shore call centers.Own every aspect of IT operations, security, and PCI compliance across enterprise, including design and management of future-thinking IT security strategy and vision. Serve as active member of Fraud committee, Change Control board, Corporate Office Move, and Near Shore Call Center committee, provide leadership perspective and scope in support of initiatives.

**-** Mentored cross-functional staff following leadership transition and demonstrated player-coach leadership style, adapting to, and navigating team culture, building morale, and increasing performance.

**-** Championed best practice compliance and security, resulting in successful navigation and passage of 3 PCI audits, 2 Deloitte audits, and 2 financial audits from top customers.

**-** Championed migration to Nutanix and bandwidth upgrade, increasing uptime, and lowering time-to-DR site while maintaining costs.

**-** Saved over $100K in monthly outbound calls after reducing cost of telco per-minute rate and increasing minimum call duration from 30 seconds to 6 seconds.

**-** Won 2 Obvious Choice awards for designing solution to navigate outage due to bad deployment and innovation after ensuring 3rd-party secure connections to networks in Honduras.

**-** Led migration from legacy on-premise Exchange servers and CRM software to cloud-based Office 365, Dynamics 365, and SharePoint 365, lowering infrastructure costs, increasing business agility, and improving disaster recovery capabilities.

**SUBSCRIPTION, INK.**, Shawnee, KS 2014 - 2017

**Chief Technology Officer (CTO)**

Recruited back into company to rescue rapidly declining IT infrastructure due to failure of major cloud-based initiative abandoned just prior to beta release. Focused efforts on halting client loss and repairing partner relationships. Minimized downtime, secured revenue flow, and turned around operations to result in actual profit growth. Chaired IT Operations and Offshore Dialer Selection committees.

**-** Served as CTO for 3 entities within company portfolio and charged with developing fully redundant and secure failover environment, migrating data warehouse to new domain, and developing new RFIs and vendor relationships.

**-** Halted daily equipment failure following takeover of operations, achieving 96.2% uptime.

**-** Captured $100K in annual savings after streamlining call center operations.

**-**  Delivered additional 18% reduction in monthly spend and achieved significant decrease in downtime through migrating personnel and equipment to new data center.

**-** Conceptualized and launched new, state-of-the-art training and testing lab using reclaimed equipment, enabling team members to obtain certifications to build, test, and run programs previously not possible.

Lowered overhead and saved over $5K per month by migrating 5 different carriers to 1.

**-** Achieved $60K savings in annual hardware repair expenses through, as chair of steering committee, purchasing refurbished newer equipment to replace end-of-life equipment that was no longer available for purchase.

**BA SERVICES COMPANY**, Overland Park, KS 2007 - 2014

**Director of Information Technology**

Recruited to lead migration and evolution of legacy call center to stable predictive dialer. Introduced Cisco network infrastructure and firewalls, while managing cross-functional team of 30 IT staff. Championed organizational growth, from 250 users to 1.5k in 6 years. Served as member of company Steering and Fraud committees and Chaired Technology committee.

**-** Built new call center infrastructure within 90 days, resulting in 6X company growth.

**-**  Delivered $50K in hardware contracts savings while maintaining 99.9% overall system availability.

**-**  Achieved $500K savings in annual IT costs and $100K in training cost by redesigning training protocols.

**-** Managed PCI audit and compliance initiative, resulting in 75% improvement in PCI compliance.

**-** Led 5 contract negotiations to close and executed timely migration of 10k DID numbers.

**-** Generated $800K savings through telephony contract negotiations, rate, and call duration changes.

**Education**

**- Bachelor of Science (BS), Cyber Security**, Champlain College, Online, Expected graduation: 2020, *Honor Society*

**- Associate of Applied Science (AAS),** Information Technology, Johnson County Community College, *Phi Theta Kappa*

**- Certifications**: Certified Information Security Manager (CISM) | Certified Information Systems Security Professional (CISSP) | Microsoft Certified Trainer | Microsoft Certified Systems Engineer | Microsoft Certified Systems Administrator | AWS Certified Cloud Practitioner

**- Memberships**: ISC2 | ISACA | ISSA | Johnson County Community College (Member of Advisor Board)

**Technology**

**Databases:** MS SQL Server

**Platforms:** Windows Server 2016 - 2003, Desktop Windows 10 - XP, OS/X Predictive Dialers

**Networking:** Cisco Switches / Routers / Firewalls, F5 Big IP / VoIP, Exchange O365 - 5.5, IIS,

**Software:** Microsoft Office

**Achievements:** Microsoft Beta Test Site Windows NT - 2016 Server; Windows 3.1 - 10; Office 2000 - 2016

**Datacenter Hardware:** Nutanix, VMware, Dell, IBM, EMC SAN, F5, Cisco ASA’s Switch’s Routers, SonicWall, Palo Alto

**Security:** PCI-DSS Secure Application Software Development, Application Security Testing, Vulnerability, Scanning, Intrusion, Prevention / Detection Services (IPS/IDS) / IAT Level III Certification / IAM Level III Certification / IASAE Level II Certification/DoD 8140

**Digital Forensic:** X-Ways Forensic, EnCase, Autopsy, The Sleuth Kit, HashCalc