

INFORMATION TECHNOLOGY EXECUTIVE

Forward-thinking entrepreneurial business executive with a diverse technical background spanning multiple industries. Demonstrated success in project management, long and short term strategic planning, critical thinking, culture building and driving efficiency in both fast-paced startup and heavy growth multi-industry organizations. Over nineteen years experience in IT/IS, more than eleven years experience managing critical projects and teams, nine years of executive leadership in the Hospitality industry, and over five years experience serving as a board member and officer of two non-profits. Excellent communicator with multiple published articles, and speaking engagements at several Hospitality conferences and educational summits. Passion for implementing systems and technologies that drive productivity, provide immediate real-time access to all systems and data, and are shaped around the desired culture of an organization. Proven experience pitching technology projects and ideas to investors, executive teams, and boards consisting of both technical and non-technical members.

EXPERTISE

Leadership	Contract Negotiation	Strategic Planning
Training and Developing	Disaster Recovery Planning	Project Management
Virtualization / Cloud Computing	Vendor Management	Public Speaking
Network and System Security	Software Development	Innovation

EXPERIENCE

Worthington Consulting, LLC., Austin, TX

Owner

July 2013 - Present

Independent consultant focusing on business development, technology, infrastructure and software development for small and large hospitality clients and technology startups. Multiple diverse clients and concurrent projects involving project management, software development, CIO level services and vendor/sub-contractor management. Advisor and mentor for several Austin-based technology startups, principal strategist and architect on a major software development project for a luxury hotel brand, lead on a major software development project for an association, and lead organizer of a hospitality technology startup pitch and demo day.

Horseshoe Bay Resort, Horseshoe Bay, TX

Chief Information Officer

September 2006 - July 2013

Director of Technical Operations

August 2005 - September 2006

Consultant

May 2005 – August 2005

Built, shaped and grew the IT/IS department for Horseshoe Bay Resort, Jetran International, Comtran International, Horseshoe Bay Resort Realty and Summit Rock Development, reporting directly to the CEO of each company. Maintained strategic alignment of IT goals and projects across all organizations, implementing the best possible solutions. Held full P&L responsibility maintaining an annual budget of less than 0.8% of gross revenue. Acted as contract negotiator and final decision maker on all technology initiatives.

- Hired, trained and developed an IT team that has earned 6 Associate of the Year awards, 19 Employee of the Month awards and 2 Leader of the Quarter awards over 8 years. Two associates have been promoted into Director level roles.
- Successfully planned and implemented full conversion of 350 room hotel from managed to franchise during Spring Break with no front-of-house downtime and no technology related guest service issues.
- Complete build of corporate network, securely linking 15 buildings across 3 cities

- Conversion of all physical servers to virtual servers, with 4 month ROI.
- Leveraged experience in change management to effectively navigate several periods of complete executive leadership turnover and significant shifts in CEO vision while maintaining high morale within IT department.
- In-house development of several interfaces automating multiple manual processes, providing immediate access to critical business data, and linking together two separate PMS systems for guest history management.
- Head of PCI Compliance initiative.
- Created a secure, highly available, fault-tolerant server environment and system management SOPs that have resulted in an average of less than 20 minutes of downtime during business hours per year.
- Performed risk analysis and created disaster recovery plan that provides 15 minute recovery of Tier 1 servers, 1 hour recovery of Tier 2 servers and 24 hour recovery of Tier 3 servers in the event of total disaster.

Skylist Inc, Austin, TX

Operations Manager

2003 - 2005

Tasked with building an operations team that was responsible for the installation, maintenance, support and security of all networks, servers and desktops for a fast-growing start-up SaaS company. Acted as Senior Systems Administrator, Network Administrator, Operations Manager, Support Manager, Director of Operations and Sales Engineer. Had final responsibility for the uptime, accuracy and security of all servers and data for every client, including eDiets.com, The Boston Globe, JDate.com, Datran Media and Microsoft. Reporting directly to the CEO, was the chief decision maker on all operations management.

- Recruited, hired and trained all System Admin and IT Techs as the company grew to over 300 physical servers in 5 datacenters around the world. Two associate of the year awards and 8 associate of the month awards won by my direct reports. Three of my associates were promoted to manager or Director roles.
- Planned and implemented a migration from a managed to in-house server environment. Set up collocation, installed all new servers, created a secure and redundant network, and maintained a firewall to secure all servers and sensitive customer data. Reduced OpEx by \$100K per month.
- Developed custom operations software for Ops team to view the status of all systems, networks and company software to quickly diagnose any problems.
- Developed and implemented several policy changes, including MySQL database replication and sharding, that minimized customer downtime during critical server rebuilds.
- Created centralized OpenLDAP directory server for SSO across all servers.
- Began virtualization initiative that resulted in a physical server reduction of over 85%.

Sodexo, Austin, TX

Concessions Manager

2001–2003

- Managed groups of up to 70 concession workers at sporting events and concerts.

Onramp Access, Austin, TX

Web Development Project Manager

1996 - 1999

- Initially hired as tech support for the dial-up division of a start-up ISP.
- Taught myself Perl, Visual Basic, mSQL, Linux, Apache, Flash, ActionScript and ESRI to earn promotion to the web programming team.
- Worked with 4 other programmers on over 60 websites.
- Lead on multiple critical projects, include a Flash game for tacocabana.com, a complete team and tournament management application for USA Volleyball, and an interactive map of bus routes and stops for VIA Metropolitan Transit.

IT Consulting and Freelance Web Development

1999 – 2003

- Sought out customers through online support sites.
- Provided services ranging from basic PC support to full network design, website and application development.

- Various technology projects for Information Systems department.
- PC, Word and printer support.

EDUCATION AND TRAINING

<p>UNIVERSITY OF TEXAS AT AUSTIN Bachelor of Arts, Computer Science Hours Satisfied for a Minor in Classics Partial Completion of UTeach Program 1 Year Student Teaching – High School Computer & Web Programming</p>	<p>CONTINUING PROFESSIONAL EDUCATION SQL Server 2000 DBA Training – 2005 HUG, HFTP and CIO Summit Educational Sessions – 2006-2015 PTP Leadership Training – 2006 VMWare VCP Training – 2011</p>
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TECHNICAL EXPERTISE

CERTIFICATION

Certified Hospitality Technology Professional #288 (2007-2015)

HARDWARE

Servers, iSCSI/FC/FCoE SAN, PIX/ASA Firewalls, OpenBSD Routing and PF Firewall, Cisco Routers and Switches, HP Switches, Cisco and OpenSwan VPN, Wireless Backhaul and WiFi, Nortel, Meraki, Ruckus

SOFTWARE

Windows Server 2003-2012, Active Directory, Windows XP/Vista/7/8, MS Office 2003-365, Visio, MS Project, IIS, MSSQL 2000-2012, HTML, LAMP, Perl, Visual Basic, JavaScript, VMWare ESX, Citrix XenServer, Microsoft Hyper-V, Cisco IOS, Exim, Dovecot, Samba, DHCPD, Squid, Dansguardian, Basecamp and Campfire, Google Apps, Heroku, AWS, Force.com, Rackspace, Azure

HOSPITALITY APPLICATIONS

PAR Springer-Miller ATRIO, HOST, POS and Touch, ADP TimeSaver and EZLaborManager, Micros 9700, Maximo 6.1, DataWorks, R&R, Microsoft Dynamics, Microsoft SharePoint, Delphi, SugarCRM, OpenTable, ManageEngineADAudit and OpUtils, Multiprocess DataView, Salesforce, Libra, Newmarket, DataVision, Neuron

HOSPITALITY INDUSTRY AFFILIATIONS

- HFTP Global Officer (Secretary 2014, Treasurer 2015)
- HFTP Global Board of Directors (2011-2014)
- HUG Board of Directors (2010-2013)
- HFTP Austin Chapter Board of Directors – Asst. Secretary (2009-2011), Vice President (2012-2015)
- HFTP Strategic Planning Committee (2010, 2013, 2015)
- HFTP HITEC Advisory Council (2010-2013)
- HFTP Certification Advisory Council (2010-2015)
- HFTP Social Media Task Force – Chair (2010)
- HFTP Social Media Advisory Council – Co-Chair (2011)
- Hospitality Upgrade – Writer (2009-2013)
- The Bottomline – Writer (2010-2013)
- HITEC – Attendee (2006-2015) and Speaker (2009-2015)
- Hospitality Upgrade CIO Summit – Attendee (2009-2012) and Speaker (2010)
- HUG Conference – Attendee (2005-2013) and Speaker (2008-2014)