

GARY BROWN

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Information Technology Manager

Accomplished IT Manager with 23 years of experience in designing, developing and supporting highly impactful technology solutions. Strong professional in utilizing the Agile/Scrum methodology to manage the entire software development lifecycle – concept, design, development, testing, deployment, and support – and managing the people, processes and products to high performance levels.

IT Management: Expert in building and leading teams to develop powerful IT solutions using both Agile/Scrum and Waterfall SDLC methodologies. Critical thinker and innovator with history of award winning solutions development. Highly skilled at coaching/mentoring, at handling reports, presentations, KPIs, RFPs, regulatory policies, and audits.

Project Management: Experience managing simultaneous projects and multiple resources for project delivery. Strong ability to interface with technical/non-technical contacts to gather/document requirements, plan/budget work, and overcome roadblocks using both Waterfall and Agile methodologies. Adept at providing concise and timely status reports to stakeholders and senior management.

Business Intelligence: Seasoned designer of data warehouses, ETL processes, data modeling, and deep analytical reporting.

Software Development: Full stack web application developer: Web Frameworks (Angular, ONSEN, JQuery, Node.js, React), Java, JavaScript, AJAX, JSON, Webservices, DHTML/HTML5, CSS, SQL, Database, OWASP practices, and keen eye for UI/UX.

PROFESSIONAL EXPERIENCE

American Systems, Chantilly, VA (Remote)

Applications Development Manager

AUG 2021 – PRESENT

Managed team of 8 developers to build and support mission critical web application for all branches of US military. Responsible for directly interfacing with the military contacts to gather requirements, plan release schedules, and manage all aspects of design, development, testing, release, and support.

- Successfully managed one major software release – that had been languishing before my arrival – and three minor releases that all introduced new, critical functionality that the military branches had been urgently requesting.
- Dramatically improved software development plan by introducing required milestones for all release requirements, documentation completion, User Story approval, TFS Sprit compilation, and formal kick-off/review sessions between the Business Analysts and Software Development teams.
- TOOLS: Microsoft Teams, Azure DevOps TFS, Angular Java, JavaScript, Angular, Cascading Style Sheets (CSS), Apache Tomcat, Amazon Web Services (AWS), JDBC, Microsoft SQL Server, MySQL, MariaDB, Postman, Webservices, REST, JSON, Office 365

Microdynamics Group, Naperville, IL

eServices Development Manager

OCT 2014 – JAN 2021

Managed team of 4 developers to deliver multiple electronic service offerings for several million banking and credit union customers. Responsible for interfacing with all stakeholders to gather requirements, design solutions, create project roadmaps/schedules, plan budgets, conduct sales/conference demonstrations, and manage all aspects of design, development, testing, deployment, and support. Unfortunately, company succumbed to financial losses due to COVID-19 pandemic.

- Successfully overhauled dated electronic document presentment solution by reinventing its architecture, functionality, and user experience; establishing the company as a market innovator and gaining much market attention and increased sales
- Instituted new Agile/Scrum development methodology to improve the team's throughput for development and support
- Revolutionized service offerings by designing/implementing new API web services for customer use; increasing extensibility
- TOOLS: Jira, Tableau, Eclipse, Visual Studio Code, Jenkins, Postman, Java, JavaScript, JSP, HTML5, Cascading Style Sheets, Internet Information Server (IIS), Apache Tomcat, Amazon Web Services (AWS), JQuery, Node.js, ONSEN, Angular, React, Struts, JDBC, Microsoft SQL Server, Microsoft Teams, TFS, Azure DevOps, Git, REST, JSON, XML, Office 365

Northwestern University, Evanston, IL

Business Intelligence Manager

DEC 2011 – OCT 2014

Managed team of 2 data warehousing engineers and 4 report developers to build/support a self-service Cognos BI reporting system for the university to evaluate all aspects of student records, financials, gift/grant tracking, research allocations, and safety training.

- Successfully collaborated with business owners, analysts, and developers to establish project requirements and timelines
- Supervised activities using Agile methodology; implemented new JIRA software solution and conducted daily Scrum meetings
- Lead major system upgrade -- requiring extensive plans, tests, and fixes -- resulting in enhanced performance and capabilities
- Routinely presented project statues and new reporting solutions to senior management and at large university seminars
- TOOLS: Jira, IBM Cognos, IBM DataStage, Oracle, TOAD, Erwin Data Modeler, Tableau, Eclipse, Java, SOAP, XML

Arthur J Gallagher & Company, Itasca, IL
Business Intelligence Manager

JUN 2007 – DEC 2011

Managed large department consisting of full-time/contract/off-shore analysts, developers, and data warehouse engineers to deliver a mission-critical Cognos BI Reporting System serving-up over 250 reports to more than 16,000 users around the world.

- Matured the team by implementing new policies on scheduling, training, documentation, and software development lifecycle
- Interfaced with senior management and departmental leads to gather requirements and design/deliver new reporting solutions
- Assisted with the design, development and debugging of complex data modeling, ETL, and dashboard\list\detail reports
- Grew self-service report inventory, by over 150%, with new, highly insightful metrics and visualizations to aid decision makers

Citigroup, Elk Grove Village, IL
Senior Project Manager

AUG 2004 – JUN 2007

Supervised projects for a team of developers and QA analysts creating/supporting point-of-sale and credit application systems.

- Interfaced directly with clients to document requirements, project plans, technical functionality, and test scripts
- Authored new Visual Basic (VB) volume/stress tool to test limits of credit card interfaces; enabling tests previously unavailable
- Successfully managed department's largest rollout of massive credit processing systems for Exxon, Sears & Petro-Canada
- TOOLS: Visual Basic (VB), SOAP, XML, Microsoft Office

Interface Software, Oak Brook, IL
Software Engineer

JUN 2000 – AUG 2004

Web application developer for a commercially available Client Resource Management (CRM) software package.

- Designed, developed, tested, and documented individual features of the web application to meet functional requirements
- TOOLS: Eclipse, Java, JavaScript, JSP, DHTML, CSS, SQL Server Database, CSS, SOAP, XML

Near North Insurance Brokerage, Chicago, IL
Intranet Developer & Webmaster

JAN 1998 – JUN 2000

Web application developer and webmaster for company's new intranet site hosting departmental web applications and documents.

- Sole visionary, designer, developer, and administrator for company's first intranet site
- TOOLS: Unix, Apache Web Server, CGI, Perl, MySQL Database

VOLUNTER EXPERIENCE

Civil Air Patrol - US Air Force Auxiliary (Illinois Wing), West Chicago, IL

NOV 2009 – PRESENT

Director of Operations & Mission Pilot: Manage and crew search & rescue and disaster recovery missions across state of Illinois.

Gift of Flight Inc NFP, West Chicago, IL

MAY 2014 – PRESENT

Founder & Pilot: Direct this non-profit organization to inspire and provide opportunity for underprivileged/at-risk youth through aviation.

Angel Flight Central, West Chicago, IL

JAN 2016 – PRESENT

Mission Pilot: Volunteer my free time to fly people-in-need to their remote urgent healthcare and other humanitarian purposes.

EDUCATION & CERTIFICATIONS

Northwestern University – Management, Crucial Conversations, Subordinate Reviews, and Agile Development Methodology

Palm Beach Atlantic University – Psychology and English Literature

Palm Beach State College – Computer Science and Business Management

Cardinal Newman High School – Electives in Computers, Mechanical Drawing, and Art

Sun Microsystems/Oracle – Certified Java Developer

Federal Emergency Management Agency (FEMA) – Certified in Incident Command System and National Incident Management

HOBBIES & INTERESTS

Aerospace: FAA licensed private pilot (aircraft single-engine land, instrument rated, and endorsements for high-performance, complex, and technically advanced aircraft), commercial sUAS remote pilot (Part 107), glider pilot, and ultralight aircraft pilot

Electronics: FCC licensed Amateur Radio Operator (Extra Class) and "guru" with most all wireless and electronic technologies, Designer and builder of numerous custom electronics (especially micro-processor controlled circuits\projects)

Music & Multimedia: Enjoy playing guitar and synthesizer; Producing music, videos, animations, and voiceovers

Fitness & Outdoors: Running, biking, hiking, camping, canoeing, and sailing.