

JOYCE C. MYLES

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CHIEF INFORMATION OFFICER / CHIEF TECHNOLOGY OFFICER

Information Technology Executive with 17 years of experience creating and delivering innovative and cutting-edge Information Sharing and e-Government operations and programs. Record of accomplishment driving process improvements in the administration of IT systems and programs. Talent for developing, nurturing and leveraging partnerships across government and private industry to improve access to crucial information. Recognized expert in enterprise architecture, strategic IT investment, and IT security policies. Strong program management, strategic planning, project management, team leadership, and budget management qualifications. Active Secret Security Clearance.

- ✓ Led successful implementation of a national Information Sharing Program for the Department of Transportation.
- ✓ Resolved \$12M shortfall for the DOT through tough budgetary decisions and strategic cost controls.
- ✓ Led IT project teams in achieving systems administration, application development and web design objectives

EXECUTIVE EXPERIENCE

EXECUTIVE DIRECTOR

xxxx to Present

Office of the Chief Information Officer (OCIO), Department of Transportation, Los Angeles, CA

Recruited to provide leadership vision and direct implementation of a national Information Sharing Program for the DOT. Direct the effective and efficient use of IT systems and programs and ensure alignment of business strategy with IT. Lead strategic development of new systems, technologies and information security policies. Member of Investment Review Board member for major IT investments. Agency spokesperson on IT matters.

Leadership Snapshot: \$55M budget; 105 multidisciplinary IT employees and contractors.

► **Achieved e-Government / National Information Sharing Program Objectives; Aligned business strategy to IT:**

- Pioneered and led development of innovative strategies for Attribute Based Access Control Security-in-Depth, and other measures, to ensure secure information sharing. Catalyst for advancing information search, discovery, retrieval, dissemination, and pervasive connectivity.
- Established governance framework for the Information Sharing Program. Partnered with agency director to define success benchmarks for the Department's participation in e-Government
- System owner for the Intra-Agency Exchange Architecture/Infrastructure, a system designed to facilitate the publishing and dissemination of critical data from agencies to consumers.
- Exponentially increased the number of shareable records to 40 million from 11 million and improved the quality and quantity of shareable information in support of strategic and tactical operations.
- Resolved a \$12 million shortfall by making hard budgetary decisions. Effective in controlling costs through strategic use of personnel and materials.

► **Expanded public-private information sharing partnerships nationwide.**

- Led initiative that delivered a 100% increase in the quantity of information shared with federal, state, local, and tribal law enforcement agencies to achieve a more open government – a top priority of Congress, post 9/11.
- Catalyst for increasing regional information sharing partnerships to 85+ from 20 covering more than 1,200 federal, state, local and tribal law enforcement agencies across the nation.
- Chaired Industry Advisory Council – successful in fostering public-private collaboration on information sharing issues pertinent to government.

► **Led major internal reorganization; Solved human capital issues; Met increased customer demands for IT.**

- Reorganized department and recruited top technical talent to fill gap in institutional knowledge following departure of 6 senior managers. Met increased customer demands and delivered new technical capabilities with existing resources.
- Resolved prior low morale and productivity issues by conducting global review of staff and programs, streamlining internal processes, realigning teams, and clearly communicating vision and strategy for change.
- Led IT teams in achieving all web design, application development, database administration, and system administration goals.

OPERATIONS DIRECTOR, IT DIVISION
U.S. Customs and Border Protection, Los Angeles, CA

xxxx to xxxx

Conceived, developed, and executed short- and long-term enterprise service and infrastructure management vision and strategic plan. Directed service delivery, change and configuration management, infrastructure operations, customer support activities, and managed service agreements. Ensured 24/7 operational readiness of classified networks and telecommunications, secure compartment information facilities, and Continuity of Operations locations.

Leadership Snapshot: Supervised 60 employees; administered \$23M budget.

► **Led transformation of IT operations; resolved customer service backlog; met Congressional demands.**

- Identified four major systemic problems requiring global reform and leveraged scarce resources to introduce scaled economies and reduce operational costs.
- Implemented process improvements and new policies and procedures for procuring and requesting enterprise infrastructure services, including enhanced support desk operations.
- Formed effective team that reduced backlog of customer service requests influencing service management; secured unclassified and classified data center space; changed mindset and organizational culture.
- Identified and documented requirements for secure compartment information facilities to serve over 400 users.

► **Directed successful facility build-out project to support expansion of IT workforce by 500+ following 9/11.**

- Accomplished facility build-outs in the directorate with minimal impact on daily operations. Achieved aggressive project timelines to deliver space for over 500 staff on time and in-budget.
- Formed working groups and implemented team building concepts to successfully navigate and resolve conflicts between contractors and senior teams to ensure the project stayed on track.

SENIOR SYSTEMS ANALYST

xxxx to xxxx

Office of the Chief Information Officers, Veterans Administration (VA), Los Angeles, CA

Innovated strategies to improve delivery of enterprise services in the Department. Identified strategic technologies and products that achieved cost savings and improved operational efficiencies. Reviewed emerging technologies for potential prototype and pilot implementation. Guided development of strategic IT plans.

- Delivered an external enterprise certificate authority on time and under budget to provide a mechanism for the Department to conduct secure transactions with external trading partners.
- Promoted Smart Card technology to improve the effectiveness and efficiency of agency-wide business activities. Prepared business case, working capital justification, program management plan, governance framework, and charter for the Smart Card Program Management Office.
- Inserted standards to the agency's enterprise architecture for reuse.

EDUCATION

MBA, University of Maryland, MD, xxxx
BS, Public Administration, University of Maryland, MD, xxxx

PROFESSIONAL DEVELOPMENT / CERTIFICATIONS

Professional Development: Executive Potential Program, USDA Graduate School; Supervisory Leadership Program

Certifications: Project Management Professional (PMP); Information Assurance Certificate, National Defense University