

Rick E. Tyler

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Professional Experience - <https://www.linkedin.com/in/tylerrick/> or ricketyler.com

Information Technology professional with extensive experience managing IT projects and operations by containing expenses, reducing support costs, increasing staff retention and improving customer satisfaction. Strong record leading departments, system implementation projects, customer engagement and IT Service Management.

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Education - Master of Information Management - Webster University - 1995

Certifications - ITIL v3 Foundation Certified and Passed Certified IS Auditor (CISA) Exam

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Professional Experience

Washington University in St. Louis

Presently - ITSM Consultant with neteffects (<http://neteffects.com/>)

IT Service Management consultant focused on Identity and Access Management, Service Governance and ITIL process improvement. Business process mapping, knowledge management and customer relationship management are key to building effective ITSM processes that allow for scalable, high quality service delivery via fulltime staff and managed service providers.

Senior Director, IT (2008 – 2017)

- Responsible for establishing common service management system and account management structure for entire campus. Directed ServiceNow development team in design of service management system for IT, Finance and Facilities. Also responsible for coaching IT department directors in use of ITIL processes, metrics and reporting.
- Reporting to CIO, I was responsible for five departments: call center, desktop, identity & access management, infrastructure and media services. Included strategy development for services and governance models. Also included management of \$1.3M in volume licensing and direction of mobile application development team. Managed a combined budget of \$6.2M and 52 staff.
- Migrated University from 7 onsite Exchange systems to Office 365 cloud services. Designed and deployed an upgrade model that allowed disparate systems to become a unified service.
- Delivered service management system to 7 departments consuming enterprise applications, desktop/mobile support, and infrastructure/media services. Established steering committee to define service management system requirements, vendor selection, and ongoing improvements.
- Consolidated customer billing and standardized services across 10 technology platforms. Services covered web/video conferencing, cloud-based storage, digital signage, email marketing, office productivity, print management, file/application servers, cloud hosting, service management and identity/ access management. Standardization saved ~\$550,000/year in licensing and support costs.
- Established a business process modeling service to document department workflows and systems. Identified strategic departments slated for system upgrades to ensure analysis could have greatest return on investment. Business process modeling team saved departments an average of \$50,000 per project.
- Directed technology project for University's 116,000 square foot Student Center. Managed cross-functional team comprised of desktop, network and media services staff. Project resulted in

delivery of 178 desktop computers, 9 digital media engines, 12 plasma TVs, an arcade, 13 point of sale systems and wired/wireless access. The Student Center opened on time and within budget.

Director of Administration (1999 – 2008) - Responsible for the day-to-day School operations to include HR, Facilities, Library, Admissions, Finance and Technology support for 100 fulltime faculty and staff, 510 fulltime students and 70 part-time faculty.

- Project Manager for \$620,000 Student Commons Renovation. Worked with executive management and architects to create renovation proposal and plan. Developed a new café style lounge, complete with integrated media wall, wireless access ports and server.
- Designed and implemented a series of department systems to streamline data entry and reporting capabilities. Applications included a Grant Tracking System, Financial Aid Award System and the Internship Management System. Saved the University \$300,000 in combined development costs across all three projects.
- Established senior leadership team. Under direction of University leadership I coordinated recruitment activities to establish a new Dean for the School. Once hired, I worked with the Dean to establish his new executive team. Required working with HR and University leadership to ensure a smooth transition, while reorganizing all key business departments within the School.

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Digital Consulting and Software Services - 1995 to 1999

Local Area Network Manager

United States Air Force – 1992 to 1995

Programmer with Top Secret Clearance

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Other Relevant Skills

IT Service Management, Identity & Access Management,
Customer Relationship Management, IT Strategy and Design, IT Operations,
ITIL v3 Foundation Certified, Incident Management, Problem Management,
Change Management, Knowledge Management, Service Catalog Management,
Passed Certified IS Auditor (CISA) Exam, Directing Large Teams,
Business Analyst, Project Management, Software Licensing,
.Net Development, Internal IT Audits and Controls, Public Speaking,
Account & Vendor Management, IT Systems Training Development

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Professional Affiliations

EDUCAUSE

International Institute of Business Analysts

ISACA - Information Systems Audit & Controls Association

St. Louis' .Net User Group