

Mark A. Schnitter

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PROFESSIONAL SUMMARY

Mark is a highly motivated, results-driven IT professional with extensive experience spanning multiple industries utilizing various disciplines. His leadership skills enable him to excel in dynamic business and technical environments. A broad technical background, customer driven focus and detailed orientated nature has facilitated his delivery of security initiatives, commercial software, management of large complex infrastructure projects, and implementation of value driven scalable solutions for organizations of any size. His unique blend of application, infrastructure, and management enables him to provide balanced solutions. He excels in dynamic business and technology environments and easily adapts to new challenges. His communication skills allow him to work as a liaison at all levels of an organization from implementation staff and technical leaders to managers and c-level executives.

EXPERIENCE HIGHLIGHTS

- Security / Infrastructure / Disaster Recovery
 - Implemented IT Risk Management process including assessments, remediation, and management
 - Managed security / penetration testing including vendor selection, testing, interpretation of results, and creating and prioritizing remediation strategies
 - Performed security findings interpretations, creation of remediation plans, management of implementation of remediation plan, retesting and validation remediation was successful
 - Managed datacenter transformation initiatives involving security enhancements, infrastructure improvement, and platform migrations
 - Performed detailed IT assessments including findings, recommendations, and strategic roadmaps
 - Managed security related process improvement efforts
 - Mapped IT Controls (Cobit / NIST) to organizational control, with the goal of identifying gaps
 - Performed IT infrastructure remediation and stabilization efforts
 - Developed and implemented comprehensive disaster recovery strategies involving dynamic and complex infrastructures
 - Created DR Strategies, DR Plans, and DR Test Plans
- Senior and C-Level Management / Program Manager / Project Manager
 - Provided executive leadership during organization change and IT transformation initiatives
 - Provide mentoring and coaching to IT leadership during transformation initiatives
 - Managed large complex projects involving teams spanning multiple international locations
 - Keeping projects within budget and on time while managing multiple resources
 - Managed multiple projects, reporting combined status to executive management
- Software Development
 - Developed and managed commercial software projects
 - Managed release schedules and feature roadmaps
 - Facilitated user feedback forums
 - Developed commercial software using various languages

PROFESSIONAL EXPERIENCE**Nexigen, Newport, Kentucky (August 2019 – present): Chief Information Officer (CIO)**

A privately held provider of managed services and security services. Based out of the Newport, KY office, I am responsible for the security practice and strategic direction of Nexigen.

Centric Consulting, Cincinnati, Ohio (February 2007 – August 2019): Senior Manager

A privately held international provider of management consulting services. Based out of the Cincinnati, OH office, I was responsible for delivery of high quality projects, practice leadership and mentoring, internal process improvement and business development.

INSURANCE INSTITUTION – Western and Southern, Cincinnati, Ohio (February 2019 – August 2019)

Solution Architect advising on the Merger and Acquisition of Gerber Life Insurance. Responsible for supporting the integration of Infrastructure, Security, O365, Mobile, and Client Laptops between Western and Southern and Gerber Life.

BOUTIQUE STATE INSURANCE AGENCY - MCCA, Livonia, MI (October 2018 – February 2019)

Project Manager responsible for execution of annual DR Test, Network Migration Assessment, and annual Risk Management / Risk Assessment process.

INTERNATIONAL ROBOTICS MANUFACTURER - Yaskawa, Miamisburg, Ohio (January 2018 – October 2018)

Project Manager and Business Analyst responsible for the implementation of a global web site transition to a CMS package.

- Project Manager responsible for global web site transition
 - Managed multiple teams residing in multiple locations
 - Lead the integration of a Design team, Customer Experience team, and Portal / CMS team to accomplish this project
 - Lead the discover and analysis of the current web site and construction of the new website

INTERNATIONAL COATINGS MANUFACTURER - Michelman, Cincinnati, Ohio (June 2016 – December 2017)

Project Manager, Program Manager, and Transitional IT Lead responsible for the implementation of a global data center transition and IT Leadership transition.

- Program Manager over Infrastructure and non-JDE applications projects
 - Transition to hosted data center
 - Global WAN replacement
 - Server LAN redesign
 - Global network security re-architecture
 - Application re-platforming
 - IT portion of Mumbai, India build
 - Creation and build of Disaster Recovery solution
- Assisted in the day to day management of the Global IT department after Global IT Lead left the company
- Assisted in management of JDE implementation

BOUTIQUE STATE INSURANCE AGENCY - MCCA, Livonia, MI (June 2017 – July 2017)

Project Manager responsible to implement Risk Management process and execute initial Risk Assessment

- Project Manager over IT risk assessment
- Performed IT risk analysis over MCCA's business
- Documented IT controls used to mitigate risk
- Provided recommendations on transfer remaining risk to cyber insurance

FINANCIAL INSTITUTION - Access Financial, Cincinnati, Ohio (October 2015 – May 2016)

Infrastructure Specialist, Project Manager, Program Manager

- Created detailed infrastructure assessment of Access' i2 platform, including network, database, storage, and application
- Traveled to Lima, Peru to assess off shore software development process and make recommendations
- Coached members of IT staff on various best practices based on ITIL, NIST, and SDLC
- Created roadmap to remediate the most critical issues in order to stabilize and normalize the business
- Managed an f5 migration and database remediation projects
- Provided strategic guidance to interim CIO in order to stabilize the IT infrastructure

GLOBAL CONSUMER GOODS COMPANY: Procter & Gamble / Duracell, Cincinnati, Ohio (March 2015 – October 2015)

Application Specialist, Application Program Manager

- Provided weekly status of engineering application migration to senior P&G / Duracell management
- Created detailed function specification for legal contract application migration
- Assisted application owners with issue resolution and escalation
- Performed application assessment of Duracell engineering applications
- Navigated multiple organizations to facilitate application discovery
- Created recommendation for migrating applications needed for the divestiture of Duracell brand to Berkshire Hathaway

GLOBAL AUTO MANUFACTURER - Pacific Manufacturing Ohio, Cincinnati, Ohio (April 2014 – December 2014)

Transitional IT Manager responsible for restructuring the American IT organization, reporting to the president of the parent company, Pacific Inc in Japan.

- Performed IT assessment covering technical infrastructure and IT management
- Managed the organizational transformation of Pacific's IT department
- Mentored and coached IT staff
- Assisted in hiring of key positions with Pacific's re-staffing plan
- Engaged new and existing vendors to assist with critical infrastructure improvements and staffing needs
- Facilitated corporate wide remediation to improve security, scalability, and reliability
- Improved working relations between local IT staff and corporate IT staff in Japan
- Supported technical infrastructure during re-staffing process

IT SERVICES ORGANIZATION - Centric Consulting, Cincinnati, Ohio (January 2014 – March 2014)

Disaster Recovery Specialist responsible for the assessment and remediation of DR and BC processes needed to ensure continued operations in the event of a BC or DR event.

- Performed business continuity and disaster recovery assessment
- Created business continuity and disaster recovery strategy
- Developed roadmap of improvements to meet long term growth goals

BOUTIQUE STATE INSURANCE AGENCY - MCCA (Michigan Catastrophic Causality Association), Livonia, MI (August 2010 – December 2013)

Infrastructure Lead, Security Lead, Technical Manager, and Project Manager responsible for the creation and implementation of a new DR strategy, infrastructure security enhancements, application security enhancements, and introduction of a application security program.

- Infrastructure Lead responsible for re-architecting application infrastructure
- Infrastructure Lead responsible for datacenter move
- Technical Lead / Project Manager leading effort to redesign Disaster Recovery solution
- Project Manager facilitating security and system improvements
- Project / Infrastructure Manager responsible for creating annual Disaster Recovery Testing process
- Infrastructure Lead responsible for creating annual recommendations for system improvements

LARGE PUBLIC ENERGY UTILITY - Duke Energy, Cincinnati, Ohio (March 2008 – August 2010)

Enterprise Business Architect and Program Manager responsible for delivery of Smart Grid related projects and initiatives.

- Business Lead / Business PM for Customer Service Smart Grid projects
 - Smart Grid Proactive Customer Notification System (DCI – Dynamic Customer Interactions)
 - Conducted Vendor Selection for DCI
 - Performed Business Integration between new CIS and DCI system
 - Lead Business Tester for DCI System
- Program Manager for initial Smart Grid strategy projects within Customer Service
- Participated in Enterprise Data Modeling of the new CIS system
- Participated in the selection process of the financial components for the new CIS system
- Facilitated the CIS VB6 conversion to .Net project

FINANCIAL INSTITUTION - Fifth-Third Bank, Cincinnati, Ohio (April 2007 – March 2008)

Project Manager and Release Manager responsible for the implementation and migration to a new data center in Florence, KY.

- Managed infrastructure initiatives and merged them into the overall release schedule
- Lead the effort to build out of the Florence datacenter for the Internet Banking division
- Managed significant upgrades to Internet Banking infrastructure while delivering new functionality to LOB and supporting M&A activity
- Introduced and supported new Change Control processes for the Maintenance Team
- Facilitated the creation of technical documentation

START-UP - Kemesa, Cincinnati, Ohio (February 2007 – April 2007)

Project / Program Manager responsible for delivery of a high risk / high reward project.

- Ensures financial investment was managed efficiently
- Managed the successful completion of the final development phase of an internet startup
- Coordinated the completion of final development deliverables and documentation
- Assisted in development tasks in order to meet tight deadlines
- Assisted with creation of technical documentation

LUCRUM, Inc., Cincinnati, Ohio (April 2004 – February 2007): Senior Strategic Business Consultant

A privately held provider of consulting services located in Cincinnati, OH. My roles include consulting engagements, internal process improvements, marketing and sales activities, new business development, and practice leadership.

LARGE PUBLIC ENERGY UTILITY – Cinergy / Duke Energy (May 2004 – February 2007)

Project manager responsible for corporate print vendor consolidation, data warehouse infrastructure migration, and corporate legal hold process. Also fulfilled the role of SOX and Security lead for the data warehouse.

- Managed a merger-related project that involved consolidating Duke Energy's corporate print vendors under a single vendor. This project was a result of the merger between Cinergy and Duke Energy, and was one of the top 5 priorities within the new organization. Five lines of business were involved in this initiative with a team of over 18 individuals.
- Managed a team of 7 individuals who migrated an Oracle data warehouse from a Sun Solaris platform to HP Itanium
- Reduced corporate Oracle licensing costs, 280K per year, by migrating from Sun to Itanium
- Served as the security and SOX manager / lead for the data warehouse to design and implement SOX controls for 2004, 2005 and 2006
- Architected and implemented a compliance reporting framework that reduced an average of 3-5 FTE's time during audit cycles
- Created and implemented a rapid response process for managing corporate legal holds within IT

Independent Consultant, Cincinnati, Ohio (Dec 2002 – Dec 2004)

As an independent consultant, I was responsible for my own business development, while utilizing my leadership and technical skills for project work.

NATIONAL GROCERY RETAIL CHAIN – The Kroger Co. (Jan 2003 – Feb 2004)

Responsible for migrating external systems and software to internal infrastructure.

- Managed test cycle of enterprise software rollout, including creation of test plans, procedures, and documentation
- Successfully designed, migrated, and rolled out enterprise wide item movement replacement software for 2,500 stores
- Responsible for certifying data feeds from 10 of the largest divisions and resolving data issues between the divisions and the enterprise data warehouse
- Performed detailed statistical data analysis and published results to business users, corporate management, and senior IT executives

WEBSITE DEVELOPMENT AND OFFICE INFRASTRUCTURE – Dynus Technologies, Inc. (May 2003 – July 2003)

Worked directly with the president of the organization and his executive staff as a leader in technology.

- Created business requirements and design documents from focus meetings with business personnel
- Worked with web designers on implementation of front-end design and enhanced backend functionality by modifying existing PERL scripts to meet new functionality requirements
- Designed and implemented office network infrastructure comprised of routers, VPN's, servers, workstations, and documentation devices
- Defined and implemented network security policies, office security protocols, and created user documentation for new computer installations and administration procedures

Whittman-Hart, Inc., Cincinnati, Ohio (March 1997 – Dec 2002): Manager and Architecture Lead

A publicly held provider of consulting services who merged with USWeb/CKS to form marchFIRST, then sold to divine, Inc. My responsibilities included consulting engagements, business development, and management.

CONSUMER PRODUCTS – Procter & Gamble (June 2002 – December 2002)

Served as lead project architect with three technical resources, and project manager responsible for the development of a Click Stream data warehouse and PDA applications.

- Worked closely with business and technical teams providing product and technical direction
- Implemented Click Stream data warehouse and reports using SQL Server, Cognos, ASP, and Java
- Architected the integration between the Win32 platforms and the UNIX platforms
- Developed PDA application for the Palm OS, Pocket PC and Palm PC devices

UNIVERSITY HOSPITAL – University Health Hospital Systems Of Cleveland (March 2002 – May 2002)

Worked in a self-directed environment architecting and developing a reusable reporting framework that allows business users to create their own custom reports for intranet use.

- Architected custom reporting solution using ASP, COM+, and Active Reports web reporting package
- Created architecture, implementation, and user documentation

MANAGED VISION CARE – Lenscrafters / EYEMED (August 2001 – February 2002)

Responsible for creation of architecture level quality assurance documentation that addressed the integration of several large scale custom ERP systems on various platforms during client's acquisition of another managed vision care company.

- Reviewed, tested, and documented AS/400 data conversion and client side application architecture
- Tested integrity of application architecture between AS/400, web/application servers (UNIX), and client applications (WIN 32 and AS/400)

CHEMICAL MANUFACTURING – Cognis Chemical Corporation (May 2001 – August 2001)

Liaison between business teams and technical teams ensuring business requirements were met and the correct combination of technologies were used for a commercial software application.

- Reviewed and matched business requirements to functional and technical requirements
- Resolved issues between business and technical teams
- Documented gaps in specifications (functional and technical) and drove the issue resolution process
- Aided in the management of the overall project

VIDEO MESSAGING – ConnectMail (June 2000 – May 2001)

Managed a team of ten developers to create a suite of commercial video email products. Also served as Chief Technology Officer providing technical direction and product management.

- Managed the overall technical portion of the project with a two million dollar budget
- Developed a flexible system architecture providing a competitive advantage in the market place
- Led technical presentation to large software, camera, ISP, ASP, business messaging and consumer messaging companies including Microsoft, IBM, Intel, Logitech, and Cincinnati Bell
- Aided in the final development of ActiveX and COM objects, web pages, JavaScript, and UNIX scripts while managing the development and execution of detailed unit and integration test scripts
- Directed product implementation and roll-out under tight deadlines and resource constraints

MANAGED HEALTH CARE – Anthem Insurance (August 1998 – June 2000)

Served as a technical analyst and technical project manager on the AIMS project responsible for developing interfaces during the client's acquisition of several health care companies. Responsible for a successful analysis, design, and implementation of a document assembly system used for creating and printing health certificates, ID Cards, and schedule of benefits. This system replaced and consolidated several legacy systems.

- Designed technical interfaces for corporate wide systems consolidation spanning different platforms and multiple applications including: EDI claims, ID cards, information routing to multiple states, and providing vendors with provider data
- Lead design teams consisting of four to six people in multiple locations for collecting requirements, developing functional and technical designs, and obtaining sign-offs for transition to build teams
- Saved over one million dollars annually in printing, postage, and temporary resource costs
- Served as liaison between design and build teams to manage issue resolution, scope creep, project status, and communication to corporate management

INDUSTRIAL PARTS MANUFACTURING – Dayco Industrial (May 1997 – August 1998)

Responsible for development and project management of a Sales Force Automation application. This commercial grade sales force automation package, with an international sales force, delivered a significant competitive advantage.

- Designed and implemented three-tier client server application allowing replication of multiple data sets into one target for cross platform data sources
- Reverse engineered legacy pricing modules written in RPG400 to PowerBuilder, programmed the pricing module and user interface
- Managed installation and training dates while coordinating tasks with development team
- Managed setup, configuration, and testing of field laptops to meet conditions in a live environment
- Responsible for definition of scope and financial requirements of project

BASS, Inc., Dayton, Ohio (January 1994 – March 1997): Senior Developer

Privately held provider of retail software for the grocery industry.

Involved with development of a state-of-the-art Point of Sale (POS) system for the retail grocery industry. This full-featured POS system was designed to offer the grocer outstanding flexibility in item price management, while at the same time maintaining an easy-to-use interface for the checkout lane. The user interface was the first of its kind for the grocery industry. Additionally, part of my time at BASS was spent working closely with the hardware division of NCR.

- Developed POS application framework for system maintenance and financial reporting in PowerBuilder and developed POS front-end using object-oriented analysis, design, and C++ for implementation
- Represented BASS at the Markettechnics '96 trade show in New Orleans introducing the new POS
- Wrote technical specifications for the POS including the standards document for POS development group and trained company personal in C++ and Object Oriented Programming
- Completed a coupon printing feature and POS test plan for NCR's Unity product and completed several pilot installations for a large retail drug chain in Detroit
- Successfully converted POS functions from a key code format to a menu driven format at NCR's engineering and manufacturing facility, enabling NCR to continue to sell their current software with new hardware conforming to a new standard of human factor requirements

YSI, Inc., Yellow Springs, Ohio (1991 – 1993): Developer and Jr. Project Manager

Privately held provider of precision instrumentation for medical, environmental and aerospace industries.

Developer using FoxPro and RPG400 to develop several applications on PCs and an AS/400.

- Co-led a software project that tested the quality of parts manufactured for the aerospace industry and NASA
- Saved over 12 hours per week and reduced human error within testing processes
- Developed a product service module that integrated the product service process into BPCS system
- Created processes to efficiently transfer data from several FoxPro applications to AS/400 applications
- Created reports using SQL and maintained DB2 databases, also developed internal FoxPro applications

INDUSTRY EXPERIENCE

- Global Manufacturing
- Financial Services
- Consumer Products
- Public Utilities
- Commercial Software
- Insurance
- Health Care
- Start-Ups
- Communication
- Grocery Retail
- Managed Services
- Security Services
- Coatings
- Chemical

EDUCATION

BS in Computer Information Systems, 1993
University of Dayton, Dayton OH

Canisius High School, 1989
Buffalo, New York

International Education

Exchange student in Dortmund, Germany 1987

PUBLIC SPEAKING

- 4/25/2017 – Security Panelist for Smart City Summit, Union Hall, Cincinnati, OH
- 10/25/2017 – Security Panelist for IOT Smart Cities, NKU Arena, Highland Heights, KY
- 10/8/2018 – Board Friendly Risk Assessments, ISC² Security Congress, New Orleans, LA
- 4/17/2019 – Outcome Based Risk Assessments, IASA Annual Spring Conference, Novi, MI

VOLUNTEER EXPERIENCE

- Boy Scouts of America: Merit Badge Counselor, Eagle Scout Coach
- A.E.R.O. Team: Team Leader
- Cub Scouts: Den Leader Assistant