

RICHARD LYNN WARREN

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PROFESSIONAL PROFILE

A seasoned Business Information Systems and Technology Executive seeking an opportunity to leverage both broad and deep private-service and public-sector experience to help envision, articulate, enable, and accomplish transformational change by combining expertise in staff development and leadership, program and project management, product development, architecture design, resolving business issues through cutting-edge technologies integrated with core systems of record, and extensive publishing, printing, and electronic media background. Exceptional leadership capabilities, with proven ability to apply vision and innovation to organizational transformation while preserving core business operational and security processes; change agent with experience leading improvements and growth both organically and externally.

- Utilizes 25+ years of technology and leadership experience to deliver exemplary performance even in the most demanding, controversial, and complex assignments
- Sharp focus on building IT departments that thrive on continual improvement and innovation
- Versatility, adaptability, and willingness to tackle new responsibilities; self-assured, assertive, self-confident, and aggressive
- Unusually well-rounded combination of roles (Board of Directors, Division President, CIO, CTO, Chief Strategy Officer, Chief Software Architect, and Chief Marketing Officer), experience with major accounts (Ford, Bank of New York, Government, Martha Stewart), and education (MBA in eBusiness, PhD learner in Information Technology specializing in Project Management)
- Enjoys excellent rapport with clients, subordinates, colleagues, superiors, business partners, and vendors by building and maintaining strong interpersonal working relationships and through demonstrated ability to exceed business goals and achieve significant bottom line success
- Committed to fostering a cohesive and productive workplace environment
- Strong strategic and analytical skills, with natural, instinctive troubleshooting skills
- Ability to implement improvements to productivity, employee morale, cost-effectiveness, and efficiency through strategic planning, motivation, open communication, and employee development
- Demonstrated ability to adapt work practices, management approach, and technology goals in continually changing environment, ensuring continued alignment with mission-critical business objectives
- Track record of project completion well within time and budget constraints while creating exceptional stakeholder value
- Inactive Top Secret Clearance with access to Specially Compartmented Information (TS/SCI)

SENIOR EXECUTIVE AREAS OF EXPERTISE

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|------------------------------------|--------------------------------|--|
| ▪ Strategic Planning & Envisioning | ▪ Program & Project Management | ▪ Executive Coaching |
| ▪ Goal Alignment | ▪ Product Development | ▪ IT & Business Process Team Development |
| ▪ Change Management | ▪ Cloud Sourcing | ▪ Industry Thought Leadership |
| ▪ Strategic Partnerships | ▪ Service Delivery | ▪ Application Lifecycle Management Expertise |
| ▪ Operational Improvement | ▪ Infrastructure Management | |
| ▪ Investment Rationalization | ▪ Process Automation | |

EMPLOYMENT EXPERIENCE

U.S. Environmental Protection Agency

February 2009 – Present

Office of Water Project Management Office, Washington, DC

Supervisor: Thomas Dabolt (202) 564-1450; you may contact

SENIOR INFORMATION TECHNOLOGY PROJECT MANAGER & TEAM LEADER

- Develop and implement program and project management policies, processes and best practices for the Office of Water Project Management Office; presently leading Enterprise Project Management platform prototype to facilitate process design and implementation, as well as attainment of CMM level 3. Awarded **Agent of Organizational Change** in recognition of significant progress in implementing process or management changes that lead to a highly efficient and effective organization. Worked across the agency to build coalitions within each major office toward common Enterprise Project Management (EPM) goals.
- Selected to lead U.S. EPA American Recovery and Reinvestment Act project, accounting for more than 85% of EPA's \$7.4B allocation under the Act. Awarded the American Recovery and Reinvestment Act National Honor Award (**Silver Medal**) in recognition of outstanding contribution.
- Sought out across the agency for ability to combine and apply strategic analysis, transformational innovation, and best-practices to a wide variety of business technology subject areas
- Developed staff competence in Enterprise Project Management (EPM) and maturity in applying PMI methodology to all projects in the Office of Water. Achieved 50% increase in credentialed PM competence with an additional 35% still in progress.
- Consistently ensured alignment of technology projects with long-range agency goals by applying prudent business judgment to decisions related to information resources management.
- Serve as Contracting Officer's Technical Representative on multiple contracts. Leading the effort within the Office of Water to move to FAC-P/PM credential and career progression series through collaboration with multiple offices.
- Instrumental in establishing a \$25M omnibus contract for application development with integrated project management and change management frameworks to support integrated project management and application development lifecycle processes with test-driven-development (TDD)
- Participate on agency standards committee as an alternate for the Information Management Officer.
- Assigned to support Senior Information Officer in performance of agency infrastructure board (QTS) activities driving agency progress toward modernization from extensive background in the private-sector.

Academic Sabbatical, PhD (Candidate) in Information Technology

February 2008 – January 2009

Specializing in Project Management, Capella University

Channel Blade Technologies

September 2006 – February 2008

Virginia Beach, VA

Supervisor: David Rayne (281) 299-6891; you may contact

CHIEF TECHNOLOGY OFFICER

- Directed complex technology transformation for fast-growing provider of online marketing and lead management solutions, enabling scalability of platforms, applications and technical processes; turned around a failing production platform and dysfunctional IT environment with innovative ideas and change management control.
- Designed, planned, budgeted, and implemented state-of-the-art technology infrastructure virtualization transformation to facilitate technology research, software development, testing, and customer support functions. Increased platform availability by 47% and reduced operational cost by

35%. Recognized by Sun Microsystems (now a part of Oracle), as a Small to Midsize Business (SMB) virtualization leader in their quarterly analyst call.

- Managed project portfolio and implemented effective project management and version/deployment management processes achieving 42% improvement in on-time, on-budget project delivery.
- Introduced customized Agile methods, processes and tools that re-focused product development efforts to support long-range organizational goals and increased marketability in a changing industry.
- Hired, mentored, trained, managed and evaluated 5 direct reports and 42 indirect reports, including PMP-certified project managers and project management interns; improved team morale and productivity despite difficult market dynamics.
- Managed \$6M+ operational budget and \$1.5M+ CAPEX budget, with responsibility for cost control; reduced overhead by 40%.

Microlink, LLC

Vienna, VA

March 2005 – September 2006

Supervisor: David Truitt, CEO (703) 288-9696; you may contact

ENTERPRISE SOLUTIONS ARCHITECT

- Designed, developed and implemented complex technology solutions for government agencies and Fortune 500 clients, including the U.S. Secret Service, the U.S. Department of Defense, General Motors, and Cap Gemini.
- Identified key business requirements and designed customized technologies to meet those requirements in key business areas including messaging and collaboration systems and enterprise content search and management solutions.
- Implemented project management processes that streamlined and facilitated organizational change by linking technical functions with financial management and customer relationship management.
- Led complete product development life cycle for four software applications.
- Cultivated strategic partnerships with industry leaders such as Microsoft and Cognos.
- Reduced risk and improved project management control by developing scalable, repeatable templates and plans for consulting engagements.

Academic Sabbatical, MBA in E-Business

March 2003 – March 2005

Internosis, Inc.

Arlington, VA

March 2000 – March 2003

Supervisor: Robert Stalick, CEO (not available); contact info not known

SVP FOR BUSINESS INTERNET SOLUTIONS

CHIEF STRATEGY OFFICER/CHIEF SOFTWARE ARCHITECT

- Developed intellectual property strategies and provided IT thought leadership to Fortune 500 clients.
- Defined technology project management processes and infrastructure for newly acquired professional services arm of EMC.
- Identified and cultivated strategic partnerships and relationships with key clients such as the U.S. Department of Agriculture, Bank of New York, Pfizer and Verizon, ensuring prosperity during an industry downturn.
- Maintained organizational growth rate while reducing costs and maximizing profit margin by packaging consulting services.
- Oversaw application and solution development, managing the work of 12 direct reports and 150+ indirect reports; mentored, evaluated, coached and trained senior technology staff.
- Consulted the Bank of New York and Ford Motor Company on operational and architectural best practices for data-center integration with real-time, Internet-based customer self-services web

systems, maintaining system-of-record primacy while increasing customer service through 24x7 availability.

- Project leader for the U.S. Army email transformation adopting Microsoft Exchange Server 2003 (pre-release) for over 250,000 users. Led the Active Directory/LDAP design and integration efforts to provide a scalable security and authentication context for the entire Department of the Army directory structure.

Appnet, Inc.

Bethesda, MD

Supervisor: Ken Bajaj, CEO (not available); contact info not known

**PRESIDENT, MICROSOFT E-BUSINESS SOLUTIONS PRACTICE
CORPORATE VP, E-COMMERCE SERVICES**

June 1998 – March 2000

- Full P&L responsibility for and leadership of a \$125M/yr division of the enterprise.
- Developed and executed technology strategies necessary to support multiple subsequent acquisitions, which included the integration of a Microsoft-based architecture with ones based on other technologies.
- Promoted to lead startup and growth of Microsoft-centric services component to a multi-million dollar organization that ultimately sold for \$2.1B.
- Directed, mentored, and evaluated a staff of 20 direct reports and up to 200 indirect reports; coached and trained senior technology professionals.

Judd's Online, Inc.

Winchester, VA

Supervisor: Dave Glick (not available); contact info not known

FOUNDER/SENIOR VP, SALES AND MARKETING

February 1995 – June 1998

- Capitalized on the explosive growth of the emerging Internet by founding an entirely separate online publishing and e-commerce company within Judd's, Inc. while simultaneously fulfilling role as corporate Vice President for Information Services.
- Oversaw development of innovative products such as Microsoft's Merchant Server 1.0; assisted Bill Gates with demonstration during official product launch.
- Directed the work of 30 dedicated team members during a period of extremely rapid technological change, providing career path development and thought leadership opportunities to a rapidly growing cadre of Internet professionals.
- Built and managed relationships with such clients as Staples, American Diabetes Association, and the Salvation Army; served as exclusive web builder/host/manager for Martha Stewart Living Omnimedia, with responsibility for initial launch and development of multi-media online suite required for initial public offering.
- Led the design, development, and implementation of Electronics Boutique (now EBWorld) mainframe LOB systems with emerging online, Internet protocol services providing business continuity in the context of rapidly expanding market segment.

Judd's, Inc.

Strasburg, VA

Supervisor: Bill Rembold (not available); contact info not known

VP INFORMATION SERVICES, BOARD OF DIRECTORS

March 1994 – December 1997

- Defined technology strategy for transformation of a 129-year-old magazine and catalog printer into a digital process-based industry leader, with customers such as Time Warner, Newsweek, The Economist, Billboard Publications, and Fast Company
- Identified and implemented appropriate technology infrastructure and processes, including a totally digital filmless workflow and a data warehousing system.

- Led development of the first filmless commercial magazine issue ever printed, a special issue of Life magazine, by not only envisioning the process, planning, and executing the transformation, but building the staff coalitions needed to embrace and make cathartic process changes possible across an entrenched process enterprise.
- Strengthened data center operations and security and integrated mainframe systems with distributed, client-server infrastructure to achieve high availability necessary for digital process transformation. Designed and implemented multi-terabyte online storage subsystem needed for storage of printing plate images used for filmless plate-making processes that directly integrated with and supported plant floor printing operations.
- Led the Y2K transformation of all mainframe accounting applications and platforms to ensure early compliance with and avoidance of potential Y2K complications including directly related line-of-business integrations with plant production and quality systems.
- Played instrumental role in 4.5% improvement in market position, which resulted in successful corporate sale to Perry Graphic Communications
- Earned InformationWeek's "Fast Track 500" award for innovative achievements in printing industry

MILITARY EXPERIENCE

U.S. Navy Lieutenant (Retired)

1970 – 1992

Assignments: Director, Technical Services Department, Atlantic Intelligence Command; Acquisition Program Manager for HQ driving \$75M/yr acquisition program for all reconnaissance and imaging technology, Naval Air Systems Command Headquarters; Tactical & Strategic Reconnaissance Officer, Battle Force SIXTH Fleet (1983) and SEVENTH Fleet (1988).

JOB RELATED TRAINING

- FAI Program & Project Management (FAC-P/PM) Expert Level Capstone Course
- CIO Certificate (Candidate), National Defense University
- Project Management Professional (PMP), Project Management Institute
- Microsoft Certified IT Professional for Enterprise Project Management (EPM)
- Microsoft Dynamics CRM 4.0 Professional
- Contracting Officer Technical Representative (COTR), Federal Acquisition Institute

Education

PH.D. – INFORMATION TECHNOLOGY (CANDIDATE)	2012
Specializing in Project Management	
Capella University	
MBA – E-BUSINESS	2005
University of Phoenix	
B.S. – SOCIOLOGY	1992
University of the State of New York	