JAMES M. **O'CONNELL**

High Point, NC | 434.477.3772 | james.m.oconnell@comcast.net | LinkedIn

IT EXECUTIVE

Collaborator ▶ Innovator ▶ Technologist ▶ Strategist ▶ Leader

Servant leader who facilitates innovation and next generation technologies to enable successful organizations.

SENIOR TECHNOLOGY EXECUTIVE FOR FORTUNE 500 COMPANIES—with 33+ years of verifiable track record of steering successful technology and security transformations that create efficiencies, improve service capabilities, drive cost savings, and fuel profitability. Repeatedly recruited to restore long-term sustainability through process re-engineering, change management, operational and infrastructure optimization, solution delivery, and high-impact leadership. Have managed over **200 ASSOCIATES** and **$60M ANNUAL BUDGETS.**

LEADERSHIP HIGHLIGHTS

C-level alignment and decision-making.
Building and managing world-class teams that deliver results.
Long-range strategic business, IT, and financial planning that produce cost savings.
High stakes Enterprise IT and Security program framework and governance.
Change management, business transformations/turnarounds, and multi-million-dollar contract negotiations.

INFORMATION SECURITY ▶ ENTERPRISE IT INFRASTRUCTURE ▶ DISASTER RECOVERY ▶ APPLICATION DEVELOPMENT

IT Operations Management | Growth Optimization | Strategic Direction | Complex Projects | Recruiting | Program Management | Solution Development | Vendor Management | Cross-functional Team Leadership | Enterprise IT Architecture | Cloud | Web Technologies | Data Management | IT Strategy | ERP Implementation | IT Solutions | Business Administration | Finance | Technical Knowledge | Budgeting

PROFESSIONAL **EXPERIENCE**

OLD DOMINION FREIGHT LINE | Thomasville, NC   2020–Present
The leading, less-than-truckload ("LTL"), union-free motor carrier providing regional, inter-regional and national LTL services through a single integrated organization.

CISO, DIRECTOR OF INFORMATION SECURITY

- ✓ **PROVIDE STRATEGIC SECURITY LEADERSHIP** – evangelize Information Security Strategy, Vision, and Necessity throughout the Corporation. Present to Audit and Risk Committee Quarterly
- ✓ **TECHNICAL AND PROJECT MANAGEMENT** – led multiple, critical Security initiatives to achievement of goals.
- ✓ **PRIVACY AND IT COMPLIANCE ACCOUNTABILITIES** – acquired accountabilities related to Corporate Privacy and IT Compliance in addition to Information Security responsibilities.
- ✓ **INDUSTRY ALIGNMENT –** aligned policies, standards, and assessments to the NIST framework
- ✓ **ENTERPRISE ARCHITECTURE –** assumed accountability for implementing and leading an Enterprise Architecture practice.
- ✓ **ANALYTICS AND DATA ARCHITECTURE–** accepted responsibility for Data Analytics, Application Delivery, Governance, and Google Cloud implementations.

▶ KEY ACHIEVEMENTS:
- Quantified **Security Maturity** via alignment to the **NIST Framework** and developed a **Cyber Security Roadmap** to achieve desired, 3-year **Cyber Maturity Target**
- Increased **CMMI NIST Cybersecurity Framework** score by **1.4 points** in a **twelve-month** period

- Provide regular communications to **IT and Senior Business Leaders** and the **Board of Directors** relative to Security, Privacy, and Risk events and progress
- Successful rollout of ongoing **Phishing Testing, Security Training, and Security Communications** corporate-wide
- Significantly elevated the Corporate Security posture through implementation of significant **Patchin**g and **Penetration Test** programs
- Assumed accountability for **Privacy and IT Compliance** programs - developing and maturing the artifacts, tools, and processes
- Provide **Risk Management** services relative to **Vendors and Partners**, including the assessment and treatment for risks that may result from partners, consultants and other service providers
- Grow **Strength of Information Security Team** through education, mentorship, cross-training, goal alignment, and effective communications
- Implemented Data Analytics in Google Cloud Platform including **Data Lake**, **Data Marts**, **ELT** and **ETL** capabilities, and **Self-Service** Reporting

VIZITAL | Lynchburg, VA   2016–2020
Startup focused on Program Management, Consulting, Security, Resilience, and Infrastructure/Cloud Services.
CHIEF TECHNOLOGY OFFICER | OWNER

- ✓ **PROVIDED PROGRAM MANAGEMENT** – and information security consulting services.
- ✓ **TECHNICAL AND PROJECT LEADERSHIP** – multiple UCaaS implementations for Major Retailers
- ✓ **LED MULTI-MILLION DOLLAR INTEGRATION INITIATIVE** - for major hospitality service corporation acquisition including security, process, applications, business requirements, and technology.
- ✓ **RESPONSIBLE FOR HIPAA SECURITY REVIEW INITIATIVE-** for mid-size consulting firm entering the health care services field.

► KEY ACHIEVEMENTS:
- Identified revenue model, targeted customer base, and marketing strategy.
- Documented **Technical and Business Requirements** for the Product and Services.
- Provided **Cloud and UCaaS consulting** services to national and international organizations
- **Architected Platform,** leveraging **an integrated security process**, for growth and sustainability.
- **Led product and service design** to drive **vision** of **security, resilience, and risk** visualization capabilities based on relevant industry models/frameworks including NIST, SANS, FAIR, and CERT.
- Recruited to serve as **Interim CIO** providing information **technology** and information **security leadership** to a newly formed enterprise.

ADVANCE AUTO PARTS | Roanoke, VA   2017–2019
Fortune 300 leading automotive aftermarket parts retailer serving professional installers and do-it-yourself customers.
SENIOR DIRECTOR, INFRASTRUCTURE ARCHITECTURE & ENGINEERING

- ✓ **RESPONSIBLE FOR TECHNOLOGIES SUPPORTING** - >5000 Retail Stores, 51 Distribution Centers, 3 Data Centers, and Cloud Infrastructure including Compute, Cloud, Storage, and Networks.
- ✓ **LEADING TEAM OF >150 TECHNOLOGY PROFESSIONALS** - through an organizational and technical turnaround enabling the business to increase its eCommerce and In-store sales, distribution effectiveness, analytics capabilities, call center productivity, and investment benefits.
- ✓ **SUCCESSFULLY LED UPGRADES TO AREAS OF OBSOLESCENCE -** accounting for >75% of operating environment effectively leveraging data center and cloud to increase operating capabilities and service levels.

► KEY ACHIEVEMENTS:
- **Saved over $800k annually** through renegotiated collaboration platform contract.

- Led **cloud strategy, evaluation and implementation** of the "Edge" network.
- **Partnered with business organizations, internal IT teams, and vendors** to effectively architect, design and implement remediation upgrades in **excess of $20 million.**
- **Provided for training opportunities** for staff to effectively lower attrition and increase productivity.
- **Reduced non-recurring charges** for new store **network by $4M** and reduced **service tickets by >80%.**
- **Implemented Cloud and Security capabilities**

FEDERAL RESERVE SYSTEM | Richmond, VA   2012–2016
IT services agency delivering national infrastructure and technology services to The Central Bank for the USA.

CHIEF ARCHITECT, ENTERPRISE TECHNOLOGY & SECURITY ARCHITECTURE

- ✓ **REPORTED TO CTO & CISO WHILE MANAGING 30 DIRECT REPORTS** - mandated to lead rebuilding of entire enterprise architecture organization, revitalize alliances across 12 reserve banks, the Board of Governors, and 15 businesses across EA group, and create sustainable strategy, architecture, and standards processes to support the central banking System of the United States.

- ✓ **LED SECURITY ARCHITECTURE ORGANIZATION** – including primary responsibility for creation and publication of the Federal Reserve security strategy, security framework, security roadmap, and security community of practice. Represented the CISO on system level governance groups comprised of bank and business executives – including the information management leadership team, the application development leadership team, the design review board, and the architecture review board.

- ✓ **CHAMPIONED MULTIPLE IT SYSTEM STRATEGIES AND FRAMEWORKS –** through the creation, publication, security integration, and adoption of cloud, Mobile Application Development, Secure Mobility, Browser, Resilience, ESB/Integration, Multi-Factor Authentication, Enterprise Security, Information Management, End Point, Enterprise Architecture, Enterprise Reference Architecture, Virtualization, and Enterprise Storage.

► **KEY ACHIEVEMENTS:**

- **Overhauled Enterprise Architecture** practice, driving **vision and transformational initiatives** through stakeholder consultation, partnership building, and cross-functional collaboration.
- **Revitalized trust-based relationships** with strategic CIOs and ISOs in Federal Reserve banks and businesses that resulted in fluid adoption of new strategies and frameworks.
- **Maintained seamless adoption of new strategies and architectures** by effectively steering 4 cross-functional teams composed of technology architects, security architects, standards group, and communications team across Federal Reserve system.
- **Founded and chaired Architecture Community of Practice** with direct oversight to **200+ architects and technologists** throughout the Federal Reserve System.
- **Restored Enterprise Architecture group as a "Value-Driven" organization** integrated with strategies, scalable architectures, and **innovative IT capabilities** to support business objectives.
- **Realized $15M in annual savings** and **boosted customer satisfaction score by 19%** through eliminating inefficiencies, orchestrating continuous improvements, and establishing processes, metrics (KPIs/SLAs), and tools within Enterprise Architecture network.

GENWORTH FINANCIAL | Richmond, VA   2005–2011
Fortune 500 financial services company with $8.5B+ revenue and 3.3K employees.

VP OF IT, ENTERPRISE SERVICES & IT OPERATIONS

- ✓ **PROMOTED FROM DIRECTOR TO VP AND REPORTED TO CIO** – oversight of >200 reports and >$40M annual budget. Injected business and IT management expertise in driving strategic turnarounds, multiple mergers, and consolidations to improve capacity and service delivery while slashing costs.

► **KEY ACHIEVEMENTS:**

- Led and architected multi-million dollar software development, infrastructure, and **SOA, ESB and Salesforce.com implementation projects** with combined **value of $70M+.**
- **Realized $3M+ annual savings** by orchestrating multimillion-dollar negotiations with vendors on multiple, large contracts covering software, hardware, and offshore services.
- Successfully led and completed consolidation of multiple IT organizations that **generated 12.5% YOY expense reductions** while boosting operating capabilities and service levels during economic downturn.
- **Improved uptime operations from 93% to 99.9%** without increasing operating costs.
- Designed and implemented **full suite DR and business continuity capabilities** with zero net increase to operating costs.
- **Lowered print costs by 30%** while increasing customer satisfaction through initiating and implementing document distribution platform.

Prior Experience

COLUMBIA UNIVERSITY, **Assoc Director Student Information Systems**	2003–2005
PORTWATERS SOLUTIONS, **President & Founder**	2001–2005
TRADINGEAR.COM, **Chief Technology Officer**	1999–2001
RMA, INC, **Partner & Co-Founder**	1995–1999
CHUBB and SON, INC, **Senior Programmer**	1991–1995

CERTIFICATIONS & **EDUCATION**

Bachelor of Arts | College of William and Mary | Williamsburg, VA

Programming Certification | Chubb Institute | Parsippany, NJ

Advanced Leadership Course | Darden Business School, UVA | Charlottesville, VA

The Looking Glass Experience | Center for Creative Leadership | Greensboro, NC

CobiT Foundation Certification | **ITILv3 Certification** | **Certified IS Security Professional (CISSP)**