**JEFFREY M. BACON**

Janesville, WI

jmbacon17@gmail.com I (608) 712-3845 I www.linkedin.com/in/baconjeff

**Chief Information Officer**

Seasoned, transformational IT Business Partner marrying IT infrastructure and business growth across industries. Operates at the intersection of IT security, systems, automation, and reporting. Packages programs and delivers with sales, onboarding clients and managing programs and projects. Delivers programs and scope of work with excellence, removing all roadblocks to growth and success. Understands business, reading financials and well-versed in budgetary planning and effects on cash and profitability. Views business through an automation and efficiency lens, infusing best practices and processes in IT. Thrives in a versatile environment, seamlessly transitioning between strategic executive guidance, system architecture, and project management, wearing multiple hats to drive IT initiatives, enhance operational efficiency, and align technology strategy with critical business objectives.

**EXECUTIVE IMPACT**

**LEADERSHIP:** Needs Assessment I Regulations & Compliance I HIPHISecurity Systems I Azure Architecture I End User Training I Risk Analysis I Strategic Planning I Technical Road Mapping I Pre- & Post-sales Support I Risk Management I Market Trends Contributor, Competitors, Technologies I Strategy & Product Vision I Technical Expertise I Standards, Protocols, Products I Industry Best Practices

**MANAGEMENT:** Program Design I Program Onboarding I Program Management I Project Management I Teams I Multiple Contractors I Agile Oversight I Continuous Performance Feedback

**PEOPLE:** Client Relationship Management I Team Growth I Training I Collaboration I Persuasion & Negotiation I Cross-functional

**TECHNICAL:** ITIL, ITSM, SaaS, IaaS, SOC / SIEM, Cloud Services, MS 365, Azure, Exchange Server, MS/SQL Server, Windows, Anti-Virus (EDR, XDR), Intrusion Detection SD-WAN, SASE, ZTNA, Cloud Backup Systems, Active Directory, Linux, Unix, AIX, Shell Scripting, Access, Network Operations, Custom Solutions, SaaS, Fintech, Enterprise Systems, NPR SharePoint IT Infrastructure Library, VMware, Cisco, Fortinet, Palo Alto, SSO, Watchguard, Barracuda, Routing & Switching, MPLS

**EXECUTIVE EXPERIENCE**

**DYOPATH July 2022 - present**

A Managed Service Provider, providing ongoing IT services including level 1 service desk, network, application, infrastructure, security management as well as hardware, software, and cloud technology.

**VCXO / Manager Technical Integrations and Client Success / Program Director**

**C**ontinually develops technology roadmaps and modernizes IT landscape to support lines of business and clients.

* Cultivated and maintained $5.2M annual revenue of MRR and $3.6M in project-based income.
* Supported four M&A events with security audits, upgrades, and SSO projects, rolling out MS365, upgrading servers, road mapping projects, and developing hardware to ISO standards. Manages day-to-day core infrastructure (including staffing, budgeting and other relevant management functions) and holds all delivery and support teams accountable for optimizing cost, risk, and value of applications throughout life cycle. Focused on core IT infrastructure of clients and IT operations.
* Succeeded as virtual CIO, managing programs, rescuing accounts, and road mapping customer solutions with technical, business, and people maturity. Provided extensive technical plans, risk analysis, and strategy for 17,000 AR/200 employees, 40 network servers/devices, and 171 sites of 10K employees, 3 service desks, 500 servers. Managed 5 directs/128 indirects.
* Reported to Chief Service Officer and liaised between client and Service Delivery and Operations, ensuring quality delivery of end user-facing services provided by IT Operations, ensuring approach, processes, and procedures exceeded standards.
* Automated, drove efficiencies and access of data for accurate decisions, saving costs, and increasing security.
* Led 20 client projects simultaneously, diagnosing customer needs and packaging for sales while partnering in sales meetings, managing programs and scopes of work and delivering all with brilliance.
* Advised executive leadership team, CEO, COO, and investors, shaping overall business and technology goals. Actively participated in recurring executive meetings, delivering IT updates, insights, and aligning technology initiatives with business objectives. Facilitated clear communication between technology teams and stakeholders, setting expectations and providing transparency on IT progress, challenges, and achievements.
* Developed “As-Is” and “To-Be” system architectures supporting company and customer growth and innovation.
* Evaluated existing architecture, identifying gaps, areas for improvement and opportunities for new directions or upgrades. Documented and communicated architectural plans through system flows and narratives to ensure unified vision across departments. Validated planned software releases, ensuring alignment with architectural vision and business strategy.
* Collaborated with engineers and salespeople, Tier 1-3 service delivery, and operations at well-known entities such as Louis Vuitton, GAP, Signode, and Red Bull.
* Scoped large programs, upsold, repaired administrative side of work and operated as an engineer internally.
* Reviewed policies and procedures on a continuous basis for non-exposure and managing risks.

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* Stood up exceptional IT infrastructure for private equity in spinoffs from parent company to avoid financial penalties. Secured self-sustaining, stable status and filled gaps, focusing on efficiencies, profitability, and growth.
* Reviewed security and IT road map to lift and shift legacy technology to containerized computer security complete with firewalls.
* Supported M&A in healthcare, underpinning business, IT strategy, and systems. Integrated HRIS with automating, onboarding, offboarding, and Azure Data Tools.
* Resolved systemic problems, sensitive customer situations, or customer requests, overseeing client interaction and expectations of infrastructure-related projects, devising contingency plans and tracking deliverables.
* Developed product in manufacturing including specs and custom maps for CNC or ERP systems.
* Increased network storage and process into ERM, reporting for accuracy via meaningful dashboards.
* Produced DLP data labeling for product protection for retail to enable searches of email and directories.

**BLACKHAWK COMMUNITY CREDIT UNION May 2021 – July 2022**

**Information Technology Manager**

Tasked with turning around financial services IT department, including creating and maintaining budgets and spending.

* Implemented ITSM for IT Operations and End User Service Delivery for multiple departments.
* Spearheaded POC with Boost.AI for credit union member communications and services.
* Implemented SOC / SIEM with NOC component to ensure 24/7/365 threat monitoring and remediation.
* Reformed helpdesk and increased efficiency, expanded application support to customers and built-up networking and ATM communication, implementing Cloud based IP telephony, internet banking, and electronic document management.
* Increased network resources and support, including documentation and diagrams and streamlined vendor management.
* Pivoted business hours user and NOC support to internal resources, saving $20k per month.

**BACONBIT INC. March 2020 – May 2021**

**Consultant, Owner**

Advised small to medium businesses in ransomware remediation and recovery as subcontractor to Beasely Insurance.

* Rebuilt networks, contained and remediated breach and virus infestations, assisted in negotiating ransoms, and implemented security best practices.
* Completed remediations and rebuilds within 21 days after initial engagement.
* Provided network installations and repairs, website development services, security audits and remediation, video security systems, video creation and editing, narration and voice over services, and author and publishing services.

**DENTAL HEALTH ASSOCIATES PARTNERS, INC./ MOMENTUM INSURANCE PLANS, INC. October 2010 – March 2020**

**Senior IT Director**

Key member of Executive Team and Board Meetings. Tasked with creating IT and Marketing departments.

* Completed conversion to new Patient Management Systems and guided delayed and backlogged projects to completion.
* Delivered multisite communications system and designed and installed security and disaster recovery systems.
* Implemented Distributed Call Center with rollover rules for remote coverage during high call volume times.
* Researched, planned, and implemented member management systems, growing from 200 to 60,000+ members in 2 years.
* Created policy and procedure manuals and oversaw processing and reporting.
* Moved on-premise servers and service to Azure/O365 tenants and created hybrid network with secure site-to-site communications.

**ADDITIONAL EXPERIENCE**

**Excalibur Resorts Int.,** Senior Vice President of IT; **First American Credit Union,** Chief Information Officer

**EDUCATION**

ALMEDA UNIVERSITY

**Master of Business Administration & Project Management; Bachelor of Science, BS, Information Systems Technology**

 NORTHERN STATE UNIVERSITY

**Bachelor of Science, BS Accounting**