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Stephen D. McCoy

Objective

To find a management position or senior staff role in an organization allowing the use of my personal strengths in strategic direction planning and initiatives coordination for advances in technology or complex project analysis and management. My personal desires are highly focused on helping an organization succeed by ensuring that its' customers succeed. I strongly believe that fostering that kind of focus also enhances the opportunities for employees to grow and feel a real sense of ownership in an organization's products and services.

A summarized resume, does not fully reflect the scope of experiences that I have been, lucky enough, to have been part of for many years. Having served from the most detailed engineering roles in IT and Telecom; to having managed groups of several hundred has given me some unique perspectives on this fast paced industry. I believe that my extensive computing background in high-speed transaction processing on virtually all types of general purpose computing platforms uniquely qualifies me to address a wide range of business and organizational challenges.

Experience

JUN 2010-PRESENT **ACI Worldwide** **Omaha, NE**

Supervisor: Ted Bechtold, Vice President Phone: 402-778-1982

Ending Salary: \$120,000

Contact: not at this time please

Title: Director, System Administration

- Hired to hire and create a System Administration organization staff from scratch and take over the admin work from an outside vendor in less than 90 days. ACI had been using a third party for administration for just over three years with many serious problems and poor performance. Transition involved all aspects of inventory identification, procedures implementation, & operational support in a highly compressed timeframe.
- Direct the operating system and service administration of over 700 servers and SAN (Storage Area Network) resources in multiple remote data center locations. Environment included both INTEL and RISC architectures running multiple operating systems(Linux, AIX, Windows, Solaris)
- Responsible for design and implementation consolidating dozens of VMware hosts and guest servers from multiple past version install that had been allowed to stagnate at maintenance levels. Effort resulted in a comprehensive VirtualCenter managed environment at current software release levels and with reduces OPex savings of over \$700,000 a year.
- Mixed hands-on System Administration skill with years of management leadership in developing an organization responsible for establishing proper discipline in maintenance procedures and patch management, security enforcement, and "best practices" with ITIL foundations as a basis.
- Work across multiple Technical Operations, Network, Development, and Sales organizations supporting software and outsourced services.
- Lead the implementation of new SAN technology correcting poor design parameters of badly executed outsourcing resulting in wasted resources and poor performance.
- Established performance management and capacity planning disciplines missing from the organization service paradigms.
- Mentor a wide range of technical and business leaders based on broad range of past experiences.

2004-November 2009 West Interactive Corporation Omaha, NE
Vice President, Information Services

- Direct Data Management organization consisting of both Database Administration and Management Information Systems staff supporting comprehensive data warehouse systems for multiple West Corporation business units including software & hardware contract acquisition and administration.
- Direct West Interactive Analytics staff providing internal requirements for reporting and dashboard systems as well as advanced professional services to clients for Business Intelligence engagements
- In coordination with senior management; develop, communicate, and support strategic direction setting for Technology Deployment at West Interactive Corporation and its' provision of products and services.
- Work across multiple Technical Operations and Development organizations supporting various lines of West Corporation business.
- Research the broad scope of industry news affecting Information Technology (IT) and Telecommunications developments and provide guidance and counsel to both business and technical senior management on key topics.
- Provide financial analysis on possible/probable IT and Telecommunications implementations and their impact on business bottom line.
- Support marketing and advertising organization in communicating West Corporation capabilities with media and customer organizations.
- Interface with Product Development teams in the definition of "new" business opportunities and RFP/RFI responses.
- Mentor a wide range of technical and business leaders based on broad range of past experiences.

2003-2004 First Data Networks Omaha, NE
Sr. Business Partner

- Develop, communicate, and execute strategic direction for FDN and its products and services.
- Lead Development efforts using concepts of "eXtreme Programming" with SmallTalk and Java object-oriented toolsets.
- Direct the implementation of new business systems or services by ensuring the project plans, release plans, and iteration plans are implemented on schedule.
- Understand the marketplace, competition, and FDC products and services in order to determine the advantages FDN products/services can offer.
- Responsible for revenue generating activities that contribute to the achievement of group and First Data Corporation revenue targets. Develop projected expenses and pricing strategies. Work with Finance to establish pricing, revenue tracking, and reporting.
- Evaluate business requirements, needs, and technological alternatives, and provide guidance to consulting staff on the development of technical solutions to business problems.
- Coordinate across multiple organizations for the operation and delivery of day to day product service.

2001-2003 Comoretel Holdings, LTD Omaha, NE

Chief Information Officer

- Responsible for all aspects of data processing/telecommunications for a new business startup in international telecommunications services.
- Represented company on the International Telecommunications Union, at-large, and research committee membership seats.
- Provided support for marketing analysis to define new technology solutions in a worldwide marketplace.
- Negotiate telecommunications service agreements with carriers in 34 different countries.
- Act as primary designer/analyst/engineer in the definition of new high speed SS7(Signaling System 7) international call routing system.
- Oversee development of Call Accounting and MIS systems for new international calling services
- Oversee Project and Capacity Planning efforts for the above.

1998-2001 First Data Technologies Denver, CO

Sr. Vice President, Network Systems

- Responsible for Corporate Telecommunications budget in excess of \$85 million and operational organization budgets of an additional \$35 million. This included vendor contract negotiation and management in coordination with corporate financial organization.
- Oversee staff of 300+ in seven cities supporting redundant data centers and contact centers.
- Oversee PC/LAN support for 7,000+ users in multiple cities.
- Oversee OS Systems Support for all mid-range systems (multi-platform, 800+ Servers) for First Data Merchant Services division. These systems support the world's largest credit card acquiring transaction volume.
- Provide Strategic Planning leadership for the above functions and recommendations to First Data Corporation senior management.
- Oversee Project and Capacity Planning efforts for the above.
- Provided primary oversight for Merchant Services Y2K preparation.
- Reported directly to First Data Corporation Chief Information Officer.

1995-1998 First Data, Call Interactive Omaha, NE

Vice President of Technology

- Oversaw all aspects of technology deployment for large-scale Voice Response Technology business.
- Responsible for all long-term Strategic Planning for Technology.
- Played significant "Sales Support" role for highly technical clients.

1994-1995 First Data Technologies Omaha, NE

Vice President, Systems Development

- Managed early Client/Server solutions projects for First Data.
- Defined framework for integrating Client/Server System Management needs with existing mainframe paradigms.

- Lead Business/Technology Re-Architecture team defining overall systems concepts and designs for move from Mainframe to Distributed Systems platforms

1992-1994 First Data, Call Interactive Omaha, NE

Vice President, Customer Operations

- Oversaw all aspects of technology deployment for large-scale Voice Response Technology business.
- Responsible for all Customer Service organization activities.
- Member of senior management team that turned business unit around from failing to 30+ percent annual growth.

Previous Positions

1990-1992 First Data, Call Interactive Omaha, NE

Director, Systems & Programming

1986-1990 First Data Resources Omaha, NE

Director of Technical Services

1983-1986 First Data Resources Omaha, NE

Lead Systems Programmer

1980-1983 First Data Resources Omaha, NE

Sr. Systems Programmer

1979-1980 Omaha National Bank Omaha, NE

Sr. Systems Programmer

1978-1979 First Data Resources Omaha, NE

Operations Analyst

1976-1978 University of Nebraska Computer Network Omaha, NE

Student Consultant

1973-1977 U.S. Air Force Omaha, NE

Various assignments in Computer Operations, Programming, and Telecommunications

Education

- 1976–1978 University of Nebraska, Omaha NE, Major in Computer Science.
- Numerous Technical Training experiences with Military, Hardware & Software Vendors, and Specialty Training Vendors.
- Numerous Management Training Experiences.
- Certifications: MCSA-1999, MCSE-2003, ITIL V3 Foundation-2010
- Taught College classes for Metropolitan Technical Community College, 1981 - 1985.
- 1971 – 1973 – Iowa State University
- 1971 High School Graduate, Urbandale High School, Urbandale, IA

Additional Data

Professional Affiliations: Past Creighton Institute Advisory Board Member, Association Computing Machinery, Society of Quality Assurance, American Voice Input/Output Society(AVIOS), Project Management Institute

Publications: Published articles: Customer Interaction Solutions, June 2005;

Electronic Retailer 2007. Multiple Whitepaper publications and speaking engagements at many industry trade shows and technology conferences including podcasts for BEA Systems and Empirix Software.

Personal Affiliations: Member of Stonebridge Christian Church – Omaha Nebraska, Founding Board Member – The Omaha School of Music, Member – Omaha Cantata Choir, Member – Omaha Chamber of Commerce, Member – Omaha Press Club