

Stephen D. "Steve" McCoy

1220 N 164th St • Omaha, NE 68118 • Phone: (402) 496-3179 • trmccoyx@cox.net

Certifications

MCSA, 1999
MCSE, 2003
ITIL V3 Foundation, 2010

Key Skills

Programming
Network Engineering
Relational Database Design & Management
IT/Network Security
System Design
System & Application Analytics/Statistics
Project Management
Data Center Design & Management
Business/Technology Strategic Planning
Administrative Systems Support

Education

Univ. of Nebraska-Omaha, Omaha, NE

Major in Computer Science

Numerous USAF technical training classes
Numerous Hardware/Software Training classes
Extensive Corporate Management Training

EXPERIENCED IT/TELECOM EXECUTIVE/ENGINEER

Multi-certified Expert in IT/Telecom/Database solutions

Years of experience implementing and managing systems configurations, application solutions, and complex networks. Despite very senior management roles, has maintained detailed technical skills and is current in design, coding, implementation, and secure operations skills. Well known for leadership skills and ability to deliver effective communications at all levels across a business. Dedicated to the "success of customers", not just customer satisfaction.

Technology Summary

Systems: Mainframe, Tandem, Unix-Based Systems (Solaris, Linux, BSD); Windows (all), [a full range of mini and microcomputer-based systems], Storage Management Systems (SAN, Fibre-channel, etc.), IBM Power-series, VMware VSphere
Networking: LANs, WANs, VPNs, Routers, Firewalls, TCP/IP, Legacy telecom protocols. Demonstrated mastery with monitoring/management hardware and software.
Languages: IBM Assembler, Cobol, Fortran, Basic, PL/I, C, C++, Java, MS-Visual Studio elements, Markup Languages (HTML, SSHTML, VXML, CCXML, etc), Perl, PHP & other "Scripting" languages
Databases & Tools: DB2, Informix, Oracle, Postgres, MySQL, MS-SQL, Sybase, Crystal Reports, MS-SSRS, SAS, SPSS, others
Software: MS Office (Word, Excel, Outlook, Access, PowerPoint, etc), MS-Project, MS-Visio, CAD tools, Various product suites (IBM, ORACLE, CA, Microsoft, BEA, others)

IT Experience

ACI Worldwide Omaha, NE	Director, System Administration , 2010-present
West Interactive Corp Omaha, NE	Vice President, Information Systems , 2004-2009
First Data Networks, Omaha, NE	Senior Business Partner , 2003-2004
Comoretel LTD., Omaha, NE	Chief Information Officer , 2001-2003
First Data Technologies, Denver, CO	Sr Vice President, Network Systems , 1998-2001
<i>Other IT positions:</i>	additional detail available on request

Career Highlights:

- **Financial Systems:** Key responsibility for operating environments, applications, utilities, and network performance for world's largest third-party debit/credit account processor for multiple years.
- **Telecommunications:** Extensive experience designing network solutions for data and voice communications on worldwide networks. Was a primary engineer on the world's first large-scale (> 10,000 ports) interactive voice system. Served in ITU general assemblies and IETF working groups.
- **Administrative Systems:** Led multiple LAN/WAN administrative implementations supporting, as high as, more than 8,000 users. Supported numerous financial, CRM, and ERM packages (i.e.: PeopleSoft, RightNow, Unicenter, Oracle Financials, etc)
- **Security & Risk Management:** Designed system and network solutions supporting applications requiring secure certifications (HIPPA, PCI, DSS, Sarbanes-Oxley, etc). Key roles defining BCP for multiple data processing facilities around the world.
- **Training:** Provided training and curriculum for numerous classes in multiple businesses for both technical and non-technical staff.
- **Project Management:** Led numerous multi-million dollar projects for both infrastructure and customer facing solutions. (i.e.; Y2K for major division of First Data Corporation)
- **Management skills:** Lead organizations up to several hundred with company-leading low defect delivery rates, low voluntary turnover rates, and survey-rated high employee satisfaction levels in multiple businesses. Outstanding budgeting and financial performance management.