

# Ronald R. Jordan

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## Director, Information Systems

Manager of information systems with 17 years experience directing cross-functional teams of technical experts to analyze systems and processes and implement infrastructure improvements. Recognized for leadership in project planning, scheduling, prioritization, contingency and risk planning, work assignments, and definition of scope for enterprise information systems projects. Demonstrated ability to focus on high-payoff improvements to achieve immediate bottom-line benefits. Proven track record of success in developing solutions that improve the efficiency of IT and business operations.

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### EXPERTISE

- Management
- Planning
- Project Management
- Innovation
- Web & Print Content Development
- Development of Training Materials
- Sales Collateral & Support
- Public & Media Relations
- New Product Launch

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### KEY ACCOMPLISHMENTS

- **Management** – Build and lead teams of experts to achieve project goals.
- **Planning** – Designed long-range strategies based on technical forecasts of industry trends.
- **Innovation** – Designed and implemented cutting-edge solutions based on technical specifications and thorough research and testing.
- **Project management** – Identified, allocated and managed company resources to complete projects on time and within budget.

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### Professional Experience

LINCOLN, BEALE & FRANK – Chicago, IL

*Director, Information Systems*

3/2003 to 2/2012

Managed technical infrastructure operation and development for 300-person law firm. Directed technical staff of 20 to provide quality desktop support, reliable remote access, regular data backup, and robust networked resources. Negotiated contracts, directed long-range planning, prepared and monitored budgets up to \$8M, and conducted ROI studies.

- Implemented firm's first-ever disaster recovery plan to ensure minimal productivity loss.
- Analyzed developments in Internet technology and proposed far-reaching Web strategy to improve client services and firm's visibility.
- Prepared RFPs for major technology infrastructure build-outs and refreshes.
- Established targets for equipment lifecycles to maximize productive use of technology at all levels of the organization.
- Developed and implemented technology standards, reducing unnecessary complexity and realizing a savings of \$1.7M annually on maintenance costs.

#### **Selected Accomplishments:**

- Realized significant improvement of processing efficiency through in-depth performance analysis and code optimization.
- Created web portal to transform previously archaic intranet into a dynamic website improving communication flow and adding an effective sales tool for administrative support staff.

Developed product release strategies for applying networking technology and programming to track transportation company assets. Designed and led programming and test efforts to enhance legacy systems with global positioning systems, relational databases, mobile computing technology, embedded microchips, and smartcards. Developed and tested data communications programming using C++ and assembler routines.

**Selected Accomplishments:**

- **Innovation** – Designed and implemented cutting-edge solutions based on technical specifications and thorough research and testing. Closed new accounts as a member of business development team, including a \$1.5M win with Action Company and a \$1.2M win with JFK Corp.
- **Customer Relations** – Developed and maintained mutually beneficial partnerships between business and technology groups.

**System Analyst**

Provided technical project management and advice to financial services firm, maintaining strict data integrity, eliminating redundancy, and ensuring bullet-proof archival and recovery. Directed in-house technical staff to meet project deadlines and goals.

- Conducted surveys of operations to assess needs and identify high priority improvements.
- Analyzed performance of programming code to pinpoint frequently used, inefficiency algorithms. Selective code replacement resulted in 37% decrease in processing time.
- Set up test environment and pilot-tested interface designs with financial staff, ensuring that final design met users' needs.

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**Technology**

**Software:** QuarkXPress, Photoshop, ImageReady, MS Project, Crystal Reports, MS Office (Word, Access, Excel, PowerPoint)

**Web/Multimedia:** ColdFusion, Flash, Dreamweaver, Fireworks, EMC Documentum, Visual SourceSafe, Search Optimization, Web Server Administration, Content Management Systems

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**Education**

**MASTER OF BUSINESS ADMINISTRATION (INFORMATION SYSTEMS), 1995**  
CHICAGO UNIVERSITY, CHICAGO, ILLINOIS

**BACHELOR OF ARTS (MANAGEMENT INFORMATION SYSTEMS), 1991**  
LAKESHORE COLLEGE, CHICAGO, ILLINOIS | Graduated with high honors

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**AFFILIATIONS**

- Institute of Electrical and Electronics Engineers
  - Association for Computing Machinery
  - American Management Association

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**Portfolio on Request ● Available for Relocation**