# Nathan Richardson

## IT Director

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- *Strategic IT Director with 14+ years driving digital transformation across Fortune 500 enterprises, specializing in cloud migration and infrastructure modernization*
- *Led $22M technology transformation reducing operational costs by 42% while improving system uptime to 99.98% across multi-site operations*
- *Proven expertise building high-performance teams (65+ members) and aligning technology initiatives with business objectives to deliver measurable ROI*
- *Track record of successful enterprise-wide implementations, cybersecurity frameworks, and vendor partnership negotiations generating $3.8M in cost avoidance*

## PROFESSIONAL EXPERIENCE

### GlobalTech Manufacturing                                    *2020 - Present*
#### Senior IT Manager

- Orchestrated enterprise-wide digital transformation across 8 manufacturing facilities, migrating 350+ applications to hybrid cloud infrastructure, reducing operational costs by $3.2M annually while improving scalability by 200%
- Built and mentored cross-functional technology team of 45 engineers, analysts, and support staff, achieving 96% retention rate and improving project delivery speed by 55%
- Negotiated strategic partnerships with Microsoft Azure and AWS, securing $750K in credits and establishing preferred vendor status, enabling rapid scaling of cloud initiatives across North American operations
- Designed and implemented zero-trust security architecture following NIST framework, reducing security incidents by 83% while maintaining 99.98% system availability during critical production periods
- Led crisis management during ransomware attempt, coordinating with C-suite executives and external security firms to maintain business continuity with zero data loss and 4-hour recovery time

### TechFlow Solutions                                    *2017 - 2020*
#### IT Operations Manager

- Transformed reactive IT department into proactive business partner, implementing ITIL service management framework that improved ticket resolution by 68% and increased user satisfaction scores to 4.7/5.0
- Managed $8.5M annual IT budget while leading team of 28 professionals across infrastructure, applications, and security domains
- Spearheaded ERP modernization project replacing legacy systems with cloud-based SAP S/4HANA, reducing month-end financial close time from 12 days to 3 days
- Established vendor governance program standardizing procurement processes and contract negotiations, achieving 23% reduction in software licensing costs
- Developed disaster recovery strategy with RTO of 4 hours and RPO of 15 minutes, successfully tested through quarterly business continuity exercises

### DataCore Industries                                    *2014 - 2017*
#### Senior Systems Architect

- Architected scalable infrastructure supporting 300% business growth, designing multi-tier application environments serving 50,000+ concurrent users
- Led technical team of 12 engineers in implementing DevOps practices, reducing application deployment time from 6 hours to 45 minutes
- Collaborated with business stakeholders to define technology roadmap aligning with 5-year strategic plan, prioritizing initiatives generating $1.8M in productivity gains
- Implemented comprehensive monitoring and alerting systems reducing mean time to resolution from 4 hours to 35 minutes

### Regional Bank Corp                                    *2010 - 2014*
#### IT Team Lead

- Managed core banking systems supporting $2.8B in assets across 45 branch locations with 99.95% uptime requirement
- Led PCI DSS compliance initiative achieving certification within 8 months while maintaining full operational capability
- Mentored team of 8 technical professionals, with 75% receiving promotions to senior roles within 2 years
- Implemented automated backup and recovery procedures reducing backup window from 8 hours to 2 hours

## STRATEGIC LEADERSHIP

### Digital Transformation

### IT Governance

### Strategic Planning

### Change Management

### Stakeholder Engagement

### Executive Presentations

### Board Reporting

## TECHNICAL OVERSIGHT

### Enterprise Architecture

### Cloud Strategy (AWS, Azure, GCP)

### Cybersecurity Frameworks

### DevOps Transformation

### Data Governance

### Infrastructure Modernization

## BUSINESS ACUMEN

### P&L Management

### Vendor Negotiations

### Risk Management

### Compliance (SOC2, PCI DSS, NIST)

### Business Process Optimization

### ROI Analysis

### Cost Optimization

## EDUCATION

### Northwestern University Kellogg School of Management
*2016*

Master of Business Administration (MBA) - Technology Management Focus

- Capstone Project: Digital Transformation Strategy for Manufacturing Enterprise

### University of Wisconsin-Madison
*2008*

Bachelor of Science in Information Technology

- Minor in Business Administration
- Magna Cum Laude

## CERTIFICATIONS

### Project Management Professional (PMP)
*2019*

Project Management Institute

### AWS Certified Solutions Architect - Professional
*2021*

Amazon Web Services

### ITIL Expert
*2018*

AXELOS

### Certified Information Security Manager (CISM)
*2020*

ISACA

### Microsoft Azure Solutions Architect Expert
*2022*

Microsoft

## AWARDS AND RECOGNITION

### Technology Leader of the Year - Midwest CIO Awards 2022
*2022*

Midwest CIO Awards

Recognized for leading $22M infrastructure modernization delivering 42% cost reduction

### Innovation Excellence Award
*2021*

GlobalTech Manufacturing

Awarded for implementing AI-driven predictive maintenance reducing equipment downtime by 35%

### Digital Transformation Award
*2019*

TechFlow Solutions

Honored for ERP modernization project improving financial close process by 75%

## INDUSTRY ENGAGEMENT

### Keynote Speaker - Chicago Technology Leadership Summit 2023
*2023*

"Building Resilient Digital Ecosystems in Manufacturing"

### Advisory Board Member - Midwest Technology Council
*2021-Present*

### Published Contributor - CIO Magazine
*June 2023*

"The Strategic Value of Technical Debt Reduction"

### Executive Mentor - Women in Technology Program

mentoring 6 emerging IT leaders

## REFERENCES

### Michael Thompson

Chief Executive Officer, GlobalTech Manufacturing

312-555-0145 | mthompson@globaltechmanufacturing.com

*Relationship: Direct supervisor during digital transformation initiatives (2020-Present)*

### Jennifer Walsh

Chief Financial Officer, TechFlow Solutions

414-555-0298 | jwalsh@techflowsolutions.com

*Relationship: Executive partner on IT investment strategy and cost optimization initiatives*

**David Chen**

VP of Operations, GlobalTech Manufacturing

312-555-0176 | dchen@globaltechmanufacturing.com

*Relationship: Peer executive partner on enterprise-wide system implementations*

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