**SCOTT YOUNG**

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**INFORMATION TECHNOLOGY EXECUTIVE**

**Enterprise IT Strategy •** **Oracle and Microsoft Technologies • Agile / Waterfall SDLC**

* An innovative and energetic leader with a record of achievement at building and managing solutions to support growth, including development of customer-facing products and maintenance of infrastructure with high availability requirements.
* Expertise in all areas of IT, including integrated enterprise applications, cloud, web & database driven portals, servers, network architecture, maintenance & operations, and help desk support.
* A history of positions of increased responsibility within large State Healthcare IT initiatives and global consulting firms, managing both U.S. and offshore activities that include strategy development, budgeting, and the creation & communication of a technology roadmap to realize project charter vision.
* A goal-driven manager and accomplished mentor who embraces a collaborative management style and focuses on best practices throughout the lifecycle process.
* A champion of governance practices that strategically allocate limited IT resources to key company initiatives.

**PROFESSIONAL EXPERIENCE**

**Technology Results, LLC May 2010 – Present**

 **Owner**

I established Technology-Results.com in 2010 to use my Agile & Waterfall Software Development Life Cycle (SDLC) experience to support multi-year State Government projects requiring Integrated Eligibility System (IES) & Health Insurance Exchanges (HIX) solutions.

I have accumulated a depth & breadth of technical subject matter expertise in these enterprise areas through leadership participation in the approach, pre- and post-implementation, and independent verification & validation (IV&V) of detailed solution architecture, and implementation strategies for State Governments.

Project initiatives include; Leadership Team Technical Manager (Current Project), Deputy Project Manager, Director of Operations & Maintenance, Technical Lead, Enterprise System Architect, and IV&V roles involving Implementation Readiness, CMS Technical Reusability assessments, Interface & Federal Readiness assessments, Technical Detailed Design & Interface Control Documents, Service Oriented Architecture (SOA) & Agile SDLC assessments, Unit Testing, System Integration Testing (SIT), User Acceptance Testing (UAT), and the creation and client-facing delivery of a variety of Project Plans, Project Schedules, and Risk & Issue assessments.

**Experience Summary:**

* Projects over the last 13 years involved deep dive articulation of the implementation approaches used to ensure Federal Gate Review standards are met and to define the detailed methodology used to meet the Centers for Medicare and Medicaid (CMS) Seven Standards and Conditions for obtaining enhanced federal funding for eligibility systems development and ongoing O&M.
* Specific focus was placed on how the HIX/IES architecture, methodology, and implementation strategies would be established in a capacity which proactively identifies and mitigates risk.
* Additional emphasis was placed on reusability and the design of a rules engine that can be leveraged for uses across multiple agencies to reduce resources required for integration with other applications and future enhancements.
* I have accumulated more than 15 years of experience providing Project Management services for software development projects including planning, organizing, and managing resources and P&L to bring about the successful completion of specific project goals and objectives.
* I am familiar with government project requirements, and successfully supporting $50-100 MM contracts requiring proposal development, large scale enterprise systems architecture, analysis, and implementation. I am very comfortable with domestic & international business travel.
* Accomplished subject matter expert and technical architect, with professional client-facing skills.
* Technology Results, LLC is fully insured with worker’s compensation, automotive, general, & professional liability.

**PRTM Management Consultants, Inc. July 2000 – May 2010**

 **Director of Application and Database Development • 2004 – 2010**

Prior to acquisition by PwC, PRTM was a global $300 MM operational strategy consulting firm with 750 employees, and also the parent organization of my previous employer, The Performance Measurement Group (PMG). My role began at PRTM in 2004 when I was invited to expand my responsibilities at PMG to lead the global application and database development across PRTM & PMG. This included accountability for the 24x7 availability of the full suite of internal staff- and external client-facing enterprise integrated applications. I managed a $2 MM P&L and my team of 30 included an internal staff of 10 and a contractor/offshore team of 20.

I have listed 3 noteworthy achievements:

**1) Codify & deliver a strategic vision for key IT areas (Financials, Reporting, Operations, and Infrastructure)**

***Results:*** Defined 3-year technology roadmap to migrate an aging web & database application tool suite from legacy infrastructure and code to mainstream .NET, ADO, AJAX, XML, Win2K3, and SQL2K5 64-bit environments. Created a Business Objects Reporting & Oracle eBusiness Financials/HR systems upgrade framework focused on license maintenance and hardware/network infrastructure that also included an application/database version evolution. Expenses were mapped to budgets resulting in a clear 3-year portfolio of scoped, prioritized, and fixed-bid projects. All projects were successfully delivered and this strategy framework served as an ongoing P&L planning standard.

The above framework involved a comprehensive Oracle focus requiring architecture and interoperability familiarity with the Oracle product family that included the Oracle eBusiness Application (11.5.5 through R12), Oracle eBusiness Databases (8i through 11g), BI Publisher, Apache and Java.

**2) Reduce IT Sourcing Expenses**

***Results:*** Became familiar with India travel, culture, and vendors. Spearheaded an India-based IT outsourcing strategy. Successfully retained key staff members while augmenting remaining onsite staff with offshore resources. Reduced staffing costs 40%.

**3) Increase IT Productivity & Visibility**

***Results:*** Migrated from Waterfall to Agile SDLC best practices to accommodate evolving requirements and achieve predictable error-free deployments. The reduced costs realized from the India-based IT outsourcing strategy allowed the addition of application and development resources. The combination of incorporating Agile best practices, and adding cost-neutral resources, accelerated project completion times and doubled productivity.

I developed a strong liaison with the CFO & CEO, and collaborated to present recommendations to the Board of Directors, validate larger initiatives, manage costs and resource availability, track project status, and analyze ROI for all IT investments. I also created a feedback model to surface and prioritize pain-points from key stakeholders.

**The Performance Measurement Group (PMG) – *A PRTM COMPANY***

 **Information Technology Director • 2000 – 2004**

 I held the senior IT role at this subsidiary of PRTM. Primary responsibilities included the start-up, design, launch, and ongoing development of PMG’s award-winning “My Scorecard” Supply Chain Benchmarking web-portal. This innovative secure portal holds key performance data from more than 750 companies across 1,000+ Supply Chains and enables PMG clients to log-in, enter data in secure questionnaires, and view dynamic BI Scorecard reports to assess their Supply Chain and Product Development performance against similar industry peers. Technology stack includes .NET, ADO, AJAX, XML, Win2K3, and SQL2K5 64-bit virtualized n-tier environments.

* Served as one of four members on the Management Operating Team. My role represented IT, and I delivered quarterly status presentations to the PRTM Board of Directors (our parent company) which provided comprehensive status across IT key performance areas including; IT Strategy, Financials, and Staffing
* Translated company needs into IT solutions to support corporate growth goals. Responsible for IT P&L, staffing, compensation, bonus, and performance reviews.
* Responsible for Help Desk & Infrastructure management, including design, budgeting, purchase, maintenance, repair, and backup of all servers, desktops, laptops, network/LAN/WAN, security, and phone/PBX systems.
* Analyzed departmental needs and set priorities for feasibility studies, systems design, and implementation required to develop new as well as modify existing IT products and functionality to meet needs.
* Collaborated with functional leaders in HR, sales, marketing, operations/delivery, and finance to drive lifecycle of Benchmarking Portal product functionality requirements and Web release strategies. Led cross-department project teams in developing suite of Intranet-based tools, resulting in reduced execution time.

**Pegasus Communications, Inc. Jan 1998 – June 2000**

 **Director of Information Systems • 1999 – 2000**

* Established technical architecture. Responsible for IT hiring, and staff training. Managed $250,000 IS budget.
* Integrated VB and T-SQL customizations into Solomon financial/order-processing ERP product.
* Created ASP shopping cart implementation. Developed CRM / ERP financial database integration process.

**Information Systems Manager • 1998 – 1999**

* Project Manager for $400K implementation of integrated financial/order-processing ERP system (Solomon IV for Windows and Great Plains)
* Successfully negotiated $50K settlement for unrealized software functionality from software vendor.
* Designed Access and Crystal reports reflecting real-time sales, marketing, and customer relations results.
* Managed T1, SMTP mail server reliability, and PBX functionality.
* Established SQL data exchange, security, remote access, Internet access, backup, and LAN archiving.

 **EDUCATION & CERTIFICATIONS**

**Bachelor of Science, Computer Science (Graduated Cum Laude) •** University of Massachusetts

**Microsoft / Boston University Technology Curriculum (each item requiring 40 hours of classroom training):**

* Advanced Programming with Active Server Pages (ASP) and VB Script
* JavaScript Fundamentals
* Administering Microsoft WinNT 4.0 Server
* Systems Administration for Microsoft SQL Server 6.5
* Supporting Microsoft WinNT 4.0 Core Technologies
* Mastering Visual Basic 6 Development
* Mastering Web Application Development Using Visual InterDev 6.0
* Mastering Microsoft Access 97 Development
* Advanced Microsoft Programming with ADO.NET