

# RICHARD M. JERO THE

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## SENIOR TECHNOLOGY EXECUTIVE

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### **SUMMARY OF QUALIFICATIONS:**

Information Systems Technologist with a strong background in business process and technology providing an ideal mix of management, analytical, and technical capabilities. Experience in small, mid, and fortune 500 companies as well as several industries inclusive of Healthcare, Manufacturing, Technology, Consumer Goods, Pharmaceuticals and Infrastructure/Construction. Strong people skills with a proven record as a problem solver recognized for focus on cost reduction, meeting aggressive deadlines, aligning teams and maintaining a hand's on approach to achieve an organization's business goals. Highly skilled in all facets of:

**Project Management**

**Vendor Relationships**

**Security / Disaster Recovery**

**Standards**

**Staff Development**

**Budgeting**

**Regulatory / Compliance**

**Policy and Procedures**

**Needs Analysis**

**Strategic Planning**

**Data Center Operations**

**Internal Consulting / Outsourcing**

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### **TECHNOLOGY EXPERIENCE:**

- **ENTERPRISE APPLICATIONS:** SAP, PeopleSoft, Lawson, JD-Edwards, Jobscope, McKesson/HBOC, Siemens/SMS, Cerner / MediTech Lab, GE Centricity Imaging, Oracle
- **OFFICE AUTOMATION:** Microsoft Office/BackOffice, Lotus Notes, WordPerfect, WANG, DISOS, WordStar
- **WEB SEO & DEVELOPMENT:** Microsoft FrontPage, Adobe Dreamweaver, Planet Ocean SEO, Google/MSN Adcenter, SpyFu, WordTracker
- **NETWORK SYSTEMS:** (extensive knowledge in all aspects of wired and wireless networking inclusive not limited to) SONET, DSL/Cable, Frame Relay, Microwave and Freespace Optics, Ethernet/Token Ring, Wireless 802.11b/g, VoIP, VPN, Polycom / Tandberg / PictureTel / Cisco IPVC Videoconferencing.
- **DESKTOP AND HOST SYSTEMS:** IBM (x / i / p / z-Series), Compaq/HP. Related operating systems MVS, OS400, Microsoft Server / Active Directory, Unix/Linux, EMC VMWare
- **STORAGE MANAGEMENT:** IBM Shark/Total Storage, EMC Symmetrix, HP StorageWorks
- **SYSTEMS MANAGEMENT:** HP Openview, IBM Tivoli, EMC SMARTS, Cisco IOS, Norton Enterprise, GWI and Remedy Helpdesk, as well as understanding of security tools such as Cisco CSA/ASA, RSA
- **INFRASTRUCTURE:** Data Center facilities (UPS / generator power systems, fire suppression, HVAC) , structured cabling / premise distribution, telecommunications switches and cellular services.

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### **PROFESSIONAL EXPERIENCE:**

JC Services, LLC, Nesconset, NY

2007 - Present

*Technology services company providing subcontract and direct consulting services for mid size business's.*

#### **Principal Consultant**

- Healthcare – Infrastructure project management and subject matter expertise. Lead the planning and redesign of the organizations computer infrastructure inclusive of data center design and layout, communications services, and blade server environments. Project consisted of design specification, vendor assessment and selection. Project management and systems implementation pending budget approval.
- Healthcare – Internet / E-Mail migration project. Recommended, designed and implemented new Internet and E-Mail services for organization. Proposal was 70% less expensive than other options and reduced operating costs.

- Healthcare – On-Line Marketing and Website development. Lead the Public Relations department in establishing the organization web presence. Provided assessment, design, development, project management and implementation of the website in a cost effective manner.
- Hospitality – On-Line Marketing and Website Development. Lead the senior management of a mid size hospitality services company in the planning development and implement if of the companies on-line marketing campaign.

OSI Pharmaceuticals, Melville, NY

2006

*A \$400 million international Pharmaceutical organization employing over 600 in 5 locations.*

### **Senior Director Enterprise Infrastructure**

*Responsible for planning and operations support of the company infrastructure. Managed US and UK technical staff. Budgetary responsibility totaling \$7M. Reported to VP and Chief Information Officer.*

- Identified the need to realigned infrastructure budget methods to accommodate management and reporting process.
- Lead a project team responsible for Corporate HQ Facilities relocation. Identified and corrected Data Center deficiencies, relocated 250 servers, 120 end users and related equipment.
- Completed compliance and regulatory audit efforts, updating standard operating procedures which resulted in no *major audit observations*.
- Implemented telecommunications audit reducing operating costs by \$230k.
- Realigned organizational structure from a geographic model to one of a global model support business direction and ensure timely support and project work.

Independent Consultant, Campbell Hall, NY

2004 - 2006

*Direct and subcontract consulting services for mid size business's providing management consulting, technology project planning and analysis.*

### **Technology Management Consultant**

- Construction / Infrastructure Services - Branch Management, Business assessment, Workflow analysis
- Hospitality Business - Technology Assessment and Strategic Planning
- Consumer Products - Technology Assessment of Storage Management / Virtual Backup Solution
- Pharmaceuticals - Enterprise Storage Management, Server Consolidation, WAN Design, ERP Implementation.

North Shore-LIJ Health System, Great Neck, NY

1996 - 2004

*A \$3 billion regional healthcare organization employing over 30,000 in 47 facilities.*

### **Director Enterprise Infrastructure / Chief of Technology (2000 - 2004)**

#### **Director PC/LAN Services, Staten Island University Hospital (1996 – 2000)**

*Responsible for overall technology planning and operation support of the corporate infrastructure. Managed 130 employee's and consultants. Budgetary responsibility totaling \$27M. Reported to Senior VP and Chief Administrative Officer. Committee member for HIPAA, ERP, Medical Library Resources, Prescriber Order Entry, Radiology Medical Imaging (PACS), and Telepathology.*

- Implemented a \$6M converged communications network integrating voice, video and data services. Reduced network complexity, substantially increased usability while providing an \$250k annual operating cost savings.
- Lead the organization's disaster recovery initiatives which supported business recovery needs. Successfully completed a live disaster recover test showing simulated fail-over to live hot site recovery center.
- Set Personal Computing platform standards reducing support requirements and deployment time by 50%.
- Completed need analysis and justification to apply technology standards for Mid-Range and storage management technologies needed to support PeopleSoft Enterprise Resource Planning (ERP) project and Radiology PACS. This reduced complexity and staff requirements avoiding excessive operating costs.

- Lead in the direction, design and implementation of wireless IP networking technologies increasing accuracy and availability of of patient information.
- Generated Policy and Procedures and automated workflow process onto the corporate Intranet.
- Reduced divisional telecommunications cost 63% by re-engineering network while increasing reliability. Fast tracked project from 12 months to 6 months. Responsible for all RFP, vendor relationships and contract negotiations.
- Restructured divisional PC support services reducing SLA response time from 10 to 5 days. By renegotiating contracts and reorganizing PC/LAN department also reduced operating expenses by 25%.
- Completed risk analyses and lead in the redesign of hospital data center including AC power systems, command center, raised floor and environmental controls.
- Responsible for optical storage selection for implementation of medical records document imaging system and Teleradiology (McKesson/HBOC Image Manager).
- Organized enterprise systems security strategy to meet federal regulations. Produced weekly security business impact report to educated management teams and maintain awareness. Received approval for a Security Officer responsible in maintaining strategy

ABB Power Generation Inc., Richmond VA.

1991 - 1996

*A \$2 billion international power industry organization employing over 100,000 in 100 countries.*

**Director, Information Systems** (1994 – 1996)

**Systems Supervisor** (1991 – 1994)

*Responsible for Information Management needs of the manufacturing facility. Managed 19 consultants ranging from Network Engineers to Programmer Analysts. Reported to VP of Finance with matrix alignment to VP of Manufacturing. Budgetary responsibility for 3 divisional locations.*

- Core-team member of implementation of complete manufacturing cycle software (JD-Edwards).
- Redesigned LAN/WAN Infrastructure along with new computer room including all power and environmental requirements providing reliable network services to five U.S. locations.
- Reduced operating costs by implementing outsourcing contract for IS support needs.
- Realigned IS focus and direction through education of management teams, use of Steering Committee's, formulating policies and procedures and accurate management reports.
- Completed facility relocation by successfully planning, and relocating over 350 workstations.

American Cyanamid Company, Wayne New Jersey

1988 - 1991

*A \$300 million national chemical and consumer products organization employing 3000 in 15 offices.*

**Systems Analyst** (1989 – 1991)

**Junior Analyst** (1988 – 1989)

*Responsible for the analysis and automation of the corporate finance division, introducing new technologies and providing technology training.*

- Designed, installed and maintained networks and servers running Novell and SCO UNIX, RJE and 3270
- Developed custom in-house systems utilizing dBase, Clipper and Lotus.

Independent Technology Consultant, Wayne N.J.

1986 - 1988

*Direct consulting services for small to medium business's. Designed and maintained several custom application systems including Inventory Management, Work Order Processing, Adjuster Claim Tracking and Telemarketing Systems.*

IBM, Montvale NJ

1985 - 1986

*National sales distribution division of the international technology organization.*

**Staff Analyst/Programmer**

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**EDUCATION:**

- Bachelors Degree, Ramapo College, 1988

**PROFESSIONAL TRAINING AND ORGANIZATIONS:**

Chamber of Commerce Member Town of  
Smithtown and Nesconset

ITIL Foundations Class (scheduled  
2008)

Business Advantage Through network  
Computing, IBM Advanced Business  
Institute

JD-Edwards Technical Foundation  
Class, JD-Edwards

Member HIMMS (Healthcare  
Information Management Society)

Transforming Information Systems,  
Northwestern University

Microsoft CIO Summit, Technology  
Strategic Directions, Microsoft

Member Association for Information  
Technology Professionals (AITP)

Member MS-HUG (Microsoft  
Healthcare Users Group)

Knowledge Management for  
eBusiness, IBM Advanced  
Business Institute

Knock Your Socks Off  
Customer Service, American  
Management Association

Member NJ-SIM (Society for  
Information Management)