

CHAD HEBNER

Dear Hiring Committee,

With over 25 years of experience in strategic technology planning, implementation, and innovation, I am confident in my ability to make a significant impact as your new Chief Information Officer. Throughout my career, I have successfully led cross-functional teams, managed multi-million-dollar technology budgets, and driven large-scale IT projects to completion. Furthermore, with my proven history of system reliability, business needs analysis, and process improvements, I'm ready to hit the ground running and make a significant contribution immediately.

My strong background in software development, systems integration, and security management has positioned me to exceed expectations in this role. At AT&T, I spearheaded the development of our flagship software product, resulting in the delivery of said product that was delayed for three consecutive years. Additionally, I led the integration of our cloud-based infrastructure, enhancing overall system performance and security while reducing operational costs by 20%.

I have also successfully fostered a culture of innovation, agility, and collaboration within technology departments, consistently contributing to high employee satisfaction rates. I want to leverage my experience and passion for technology by joining your organization to continue driving innovation, operational efficiency, and digital transformation.

Key achievements and skills include:

- **Project Management & System Expandability:** Bringing an efficient and engaging methodology to forecasting and issue escalation through the seamless execution of operative procedures. Simultaneously managing multiple responsibilities and strategically identifying and categorizing analysis outcomes. Meticulously developing and maintaining new initiatives based on personal research.
- **Strategic IT Leadership:** I have developed and executed comprehensive IT strategies that support the academic and administrative goals of every institution I have supported from a technical perspective, including my current role as the Chief Information Officer of the second-largest school system in Kentucky. My approach integrates cutting-edge technology with the unique needs of the academic community to enhance learning, research, and operational efficiency.
- **Creative Problem Solving:** Always predicting and creating solutions to issues before they arise through detailed study and assessment. Dealing with issues in a way that minimizes disruptions and allows an action plan to be put in place with the least possible confusion.
- **Team Development and Collaboration:** I pride myself on fostering a collaborative and inclusive IT environment. By promoting continuous professional development and encouraging open communication, I have built high-performing teams that are responsive to the evolving technological needs of the University.
- **Student-Centric Solutions:** Recognizing the importance of student success, I have led initiatives to enhance digital learning platforms, improve accessibility, and integrate student feedback into IT services. These efforts have resulted in increased student engagement and satisfaction.
- **Budget Management:** With a strong track record of managing multimillion-dollar budgets, I ensure that IT investments are aligned with strategic priorities and deliver maximum value. My fiscally responsible approach ensures that resources are used efficiently and effectively.

I am particularly drawn to your university due to its reputation for academic excellence and commitment to leveraging technology to advance its mission. I am excited to contribute not only to the technical landscape of the Chief Information Officer Position itself but also to the broader mission and vision of your school system. As an effective leader and strategic thinker, I am confident in creating significant value and growth for your schools. I have enclosed my resume for your review, and I would greatly appreciate the opportunity to discuss my candidacy further.

Thank you for considering my application for the Chief Information Officer position, and I look forward to the possibility of contributing to your team's success.

Sincerely,

Chad Hebner

Professional Summary

Seasoned Chief Information Officer and IT Executive with over 22 years of experience providing operations and infrastructure management in medical, academic, public, and private sectors. Extensive experience in all aspects of IT leadership and cybersecurity oversight including system expansion and reliability, business needs analysis, data asset protection measures, strategic planning, process improvements, and team leadership. Continually exceeds expectations by building valuable relationships and works well with people at all levels of an organization including stakeholders, executive management, team members, vendors, and clients.

Skills

- Project Management & Service Level Agreements
- Team Leadership & Development
- Operations & Infrastructure Management
- Team Training & Strategic Delegation Skills
- System Expandability & Reliability
- Help Desk Management & Issue Escalation
- Performance Appraisals & Mentoring
- Business Needs Analysis & Cybersecurity
- Workflow & Productivity Enhancements
- Technical Troubleshooting & Issue Resolutions
- Forecasting, Budget Creation & Cost Controls
- Vendor Relationships & Contract Negotiations
- Active TS DoD Security Clearance
- Excellent Verbal & Written Communication

Technical Skills

Defense Messaging System, Siebel CMR, Crystal Reports, Clarify CMR, Teloquent, Rockwell, Cisco VOIP Telephony, Avaya Telephony, Meditech, Valco, Forward Advantage, Equitrac, Fortis Blue, Actsoft, Cobblestone, Dynamics, Automate, Formfast, Rockwell Telephony, Ultipro, Maximo, Hugs/Kisses, Stanley Building Automation Systems, Silent Knight, Smart Technologies, Encase, Micros, Airwatch, Microsoft 365 Offering, SharePoint, Social Solutions, Sway, Skype For Business, Microsoft Social Engagement, Cisco Jabber, Okta, Ellucian, Blackboard, Infinite Campus, JAMF, Filewave, Schooldude, Extreme Networking (EMC), Hyper V, VM Ware, Ring Central, Avaya Cloud Offering, SEON, Avigilon, Peoplesoft, Google (GADS)

Work History

Chief Information Officer/District Technology Coordinator Division, Information Technology 08/2018 to Current

Shelby County Public Schools – Shelbyville, KY

- Serving on the Superintendent's Cabinet and other committees for the purpose of addressing program concerns and technology matters, district policies or procedures, budgeting, and financial reporting.
- Contributing to leadership discussions to develop a shared vision with long-term, big-picture perspectives on district goals as well as to plan meaningful and effective uses of technology to support those goals.
- Providing leadership and creating vision for how technology will support the district's mission, vision, and goals while maintaining a strong focus on student achievement through innovative uses of technology.
- Promoting the innovative use of technology for enhancing teaching and learning, standards, data analysis, and formative assessments as well as extending the learning time 24/7 with on-demand learning for both students and staff.
- Interviewing, selecting, and training employees, supervising assigned administrative, professional, and support staff, evaluating their performance, and recommending transfers, reassignments, terminations, or disciplinary actions.
- Providing direction and expertise in technological innovation while promoting the effective and efficient utilization of a wide variety of software and equipment as it relates to technological advances across the district.
- Developing a professional culture within Technology Services to build trust, collaboration, and strong teams, to provide exemplary service to district schools, programs, or departments, and create, implement, and enforce technology policy.

AT&T – Vienna, VA

- Implemented a new UC platform for the Army to replace legacy systems and reduce technical debt by serving as a key player in evaluating, delivering, and managing the relationships for the new transformation platform.
- Led envisioning, designing, and implementing plans for enterprise architecture to ensure the appropriate capacity, capabilities, and infrastructure were available to support Service Level Agreements.
- Provided leadership and direction to a team of 21 responsible for enterprise information security policies and practices, coordinating incident response activities, and completing cyber threat analysis or assessments.
- Oversaw NOC/SOC Teams and ensured issues were resolved and clients were delivered solution in a timely manner while managing matrixed internal and external relationships to complete all assigned tasks.
- Coordinated information security and risk management projects with IT Application and Infrastructure delivery or operations groups as well as business unit teams and provided strategic, tactical security guidance for all IT projects.
- Partnered with Human Resources and Organizational Learning to support recruitment, retention, and training initiatives.
- Built and maintained strong, effective teams that foster high performance and morale, trained team members on problem resolution techniques, and ensured departmental compliance with policies or procedures as required.
- Reviewed and developed department resources to determine the mix of internal and external resources needed to meet objectives and ensured that staff had the resources as well as skills needed to support all work initiatives.
- Established, executed, and maintained disaster recovery plans to protect the organization's information assets, eliminate threats or vulnerabilities, and provide continuity of system availability.

Chief Information Officer, Information Technology Division

08/2017 to 12/2017

Fort Valley State University – Fort Valley, GA

- Collaborated with senior management to develop a strategy and prioritize information technology needs to effectively collect, process, and report on data utilizing Power BI to meet the objectives of internal and external customers.
- Developed the strategy, progress, and risks to ensure organizational needs and opportunities were fully considered.
- Provided direction to the university leaders on the procurement, installation, and maintenance of computer hardware, software, and other products necessary to keep computer systems current and operable to support the campus.
- Proactively identified opportunities to maximize return on investment in technology through benefit enhancement initiatives and cost control initiatives including negotiating with vendors to ensure cost-effective purchasing decisions.
- Partnered with client departments to develop departmental policies and procedures to increase the effectiveness of end-user technology and recommended enterprise-wide technology to IT Steering Committee and executive management.
- Led large-scale enterprise-wide software rollout/migration projects including planning the analysis, evaluation, testing, implementation, integration, and migration strategy for the deployment.

Director of Information Technology/ISSO/CIO Division, Information Technology

07/2013 to 07/2017

Melwood – Upper Marlboro, MD

- Drove the overall planning, organizing, security, and execution of all IT functions throughout Melwood's 3 main campuses and 43 sites throughout Maryland and the District of Columbia.
- Directed all IT operations, supported and maintained existing applications and development of new technical solutions, and worked directly with CEO/COO to ensure IT/business needs were aligned with organizational objectives.
- Implemented over 20 new solutions resulting in saving over \$1.2M for the organization in fiscal year 2015 and reduced Melwood's IT budget by 63% while implementing over a dozen new applications and a WAN/LAN to support sites.
- Wrote all company policies and procedures as they related to physical and cyber security including an ISSP as well as instituted and emergency security plan coupled with technology to respond to threats on all campuses.
- Instituted access management as well as controls based on need-to-know and clearance levels, policy implementation, and monitoring for identity management based on authorization access including false negative/false positive rates.
- Ensured compliance with PCI SSC, HIPPA, NIST and all related government security standards and performed audits in conjunction with outside organizations as well as reviewed all designs, code, and unit test plans where applicable.

- Supported risk analysis, weakness remediation, vulnerability management, continuous system monitoring, configuration management, and component oversight while providing technical analysis in applicable situations.
- Authored, implemented, and maintained corporate policies or standards and industry best practices and ensured compliance as well as provided support services to protect critical network assets.
- Conducted hardware and software evaluations and maintained and negotiated vendor contracts or service agreements.

Additional Work History

Manager, Game Day Operations – Baltimore Ravens – 05/2012 to 01/2018

Manager, Game Day Operations – Washington Nationals – 2012 to 2014

Technical Project Coordinator/Regional Director Division, Information Technology – Sentara Health Care, Woodbridge, VA – 09/2012 to 07/2013

Information Systems Security Officer Division, USCIS – Department of Homeland Security, Washington, DC – 04/2012 to 07/2013

Manager of Applications and Analysts, Division, Information Technology – Novant Health, Manassas, VA – 04/2011 to 07/2012

Chief Executive Officer/Owner – GamerZ/GamerZ Zone, New York, NY – 08/2006 to 05/2009

Manager, Applied Systems and Technology, Div, Service to the Armed Forces – Department of Defense/American Red Cross NHQ, Washington, DC – 04/2006 to 04/2011

Senior Systems Administrator – Department of Defense/American Red Cross – 2001 to 2006

Military Caseworker – Department of Defense/American Red Cross – 1999 to 2001

Director – Big Brother/Big Sister, Jamestown, NY – 1998 - 1999

Community Service & Involvement

- Member – CDW Advisory Board
- Member – American Red Cross Advisory Board
- Member – Northern Virginia/Kentucky Coaches League
- Member – Kentucky Colonel

Training, Licenses & Certifications

Microsoft MCSE 2003, Microsoft MCITP Enterprise Desktop Support Technician, Microsoft MCITP Enterprise Desktop Administrator, CompTIA Security+, CompTIA Network+, CompTIA A+, ISSP, CCNA, CCNP, CPM, PMP

Education

Walden University – In Progress

Ph.D. in Bio/Clinical Psychology

Walden University

Master's Degree in Applied Psychology

Strayer University

Bachelor of Science in International Business and Information Technology, Suma Cum Laude