|  |
| --- |
| 39 Valley View Drive, Mountain Top, PA 18707•570.403.1381•Mark.Casazza@gmail.com•http://Casazza.net |
| Mark Casazza |
| Information Technology Leader |
| Customer focused and results orientated leader with over 25 years experience managing many aspects of Information Technology in various industries, organizations, and situations who is constantly looking for new innovations and strategic approaches to business challenges, brings a servant leader approach to team leadership and development, and creates a team environment that is open to, and successful in, adapting to changing business circumstances.**Core skills*** Align IT strategy and efforts with the business strategy to attain exceptional business growth.
* Lead application development and support teams with vision and strategic direction.
* Provide responsive IT solutions in the role of Scrum Master using Scrum and Kanban.
* Assess and implement new innovative technologies for mission critical systems.
* Direct all system development and maintenance activities including custom solution development and the customization of vendor provided applications to ensure optimal business benefit.
* Develop and implement full application lifecycle plans and departmental budgets.
* Create financial forecasts, outline expenditures and manage department and project budgets.
* Manage agile projects to on-time completion with Scrum best practices and innovative agile “games”.
* Lead agile projects ensuring all ceremonies and artifacts are relevant, complete, and proper.
* Create operational policies, procedures, standards, guidelines and best practices within the IT organization.
* Recruit, hire and train application developers, technical analysts, support analysts and assist in the recruitment and hiring of project managers, database administrators, enterprise and application architects, and other Information Technology professionals.
* Oversee department meetings with staff leads and managers to ensure continuity of mission and goal attainment.
 |
| Experience |
| 1991 – Current | Mark Casazza Consulting | Mountain Top, PA |
| Chief Technology Officer, Web Developer & Linux System AdministratorMark Casazza Consulting is a side business that consumes less than 5 hours per week and is entirely portable that allows me to provide valuable tools to the amateur astronomy community while keeping my web development and system administration skills fresh. * Build and maintain data driven astronomy related web sites using PHP, JavaScript, jQuery, MySQL, and most recently Twitter Bootstrap.
	+ <http://ClearSkyAlarmClock.com>
	+ <http://TonightsSky.com>
* Build and maintain CentOS Linux servers for development and production environments including Web, SQL, Mail, DNS, firewall and FTP services.
* Manage virtual servers using Virtual Box and Microsoft Virtual PC.
* Monitor web property performance using New Relic and Google Analytics.
* Investigate new technologies and implement proof of concept designs for use in future versions of existing web properties and new web properties.
* Write technical specification and product design documents to allow remote volunteer application developers to contribute to projects.
 |
|  |
|  |
| July 2011 – January 2015 | Geisinger Health Plan | Danville, PA |
| Senior IT Director of Web & Application Development* Provide customer centric support and custom developed application enhancement for a growing portfolio of .NET and SQL applications and projects to support the growth of Geisinger Health Plan (GHP) by growing the department from 10 employees in one location to a mix of 60 employees and contractors in 3 cities and an offshore location.
* Directed technical teams that supported the CRM solutions for the Sales and Customer Service departments.
* Ensured open communications between project managers, business leaders, and executives with retrospectives at the end of every 3-week sprint and managed resource contention between the multitudes of initiatives using Scrum techniques.
* Implemented Kanban for an extremely high profile and highly dynamic initiative related to the Affordable Care Act to achieve on time completion of constantly emerging needs and high business partner coordination.
* Facilitated “Buy a Feature” game in projects with multiple business units where the demand far exceeded that capacity to deliver resulting in a manageable scope and good relationship between IT and the business.
* Managed multiple simultaneous projects and provided executive dashboards with Rally’s online Scrum tools.
* Facilitated daily stand up meetings for critical and high profile projects.
* Delivered continuous high quality features through focused attention to roadblock removal for both technical and business teams.
* Saved GHP significant funds by aggressively negotiating initial contracts and annual renewals and eliminating unnecessary spending within a department and project budget in excess of $7,000,000.
* Delivered the most IT value for the investment through partnerships with many business units and rigorous backlog grooming to keep IT work aligned with business strategy.
* Facilitated a retrospective meeting at the end of each sprint and held team members accountable for continuous improvement.
* Reduced development costs and provided the ability to scale technical resources quickly to meet demand by implementing the first onshore/offshore IT managed maintenance agreement within Geisinger.
* Created a team model where contractors and employees work together as equals with the common goal of growing technology capabilities of GHP and support existing business.
* Implemented complex vendor systems including the Navinet provider portal, and a private Health Care Exchange (Marketplace).
* Built new strategic capabilities for GHP including a system to manage membership under the Affordable Care Act (ACA) that interfaces with GHP’s core claims system and billing system, a world class wellness program management system, a broker portal to allow brokers to quote business under the ACA and many smaller scale implementations through close direction of application development projects.
* Introduced high availability infrastructure for the extranet web assets.
* Made the organization more efficient and attain improved compliance with the expectations of internal and external auditors and other regulating bodies by debuting numerous modern IT practices.
* Implemented Team Daily Management, an offshoot of Lean Daily Management, to improve the operational readiness of the technical team.
* Began to create the capability within GHP to develop and maintain mobile applications by initiating a mobile application development center of excellence.
 |
|  |
| July 2008 – July 2011 | Geisinger System Services | Danville, PA |
| IT Program Director for Web Initiatives* Responsible for all IT activities pertaining to the custom built external facing web assets for Geisinger Health Plan using C#.NET and Microsoft SQL. These web assets allow providers, employers, brokers, members and prospects to learn about the plan as well as engage the plan through on-line transactions.
* Managed multiple simultaneous projects to successful on time and budget completion through coordination of business, development, external vendor and other resources via backlog grooming, regular demonstrations of progress, and other agile practices.
* Facilitated daily stand up meetings, team planning and estimating using planning poker, backlog grooming, demonstration meetings, and retrospectives for each 3-week sprint.
* Managed multiple simultaneous projects using Scrum boards.
* Developed and managed a budget of over $2,000,000 for capital and operation expenses each year.
* Increased the level of communication between business leaders and the technical team and increased the team’s ability to respond to changing business demands with an implementation of the agile methodology of Scrum with a team of 10 developers, and testers.
* Developed a cross walk between the Scrum methodology and PMBOK based traditional methodology for the enterprise’s Project Management Office and coached teams investigating agile behaviors or considering the Scrum methodology.
* Introduced a rigorous scoring methodology for evaluating and prioritizing the concurrent urgencies for GHP’s web team resulting in clarity of priorities across business units.
* Provided thought leadership on an enterprise IT committee to develop a standard process for IT service request evaluation and prioritization.
* Ensured smooth project execution through clear communications and collaboration with other IT departments at GHP and throughout the enterprise.
 |
|  |
| 2005 – July 2008 | Keystone Automotive Operations, Inc. | Exeter, PA |
| eCommerce IT Manager* Responsible for IT activities pertaining to eCommerce for the world's largest automotive accessories wholesaler. This included a business to business web site responsible for over $250,000,000 in annual sales and an affiliate to consumer web site responsible for over $300,000 in annual sales.
* Greatly increased the level of communication between various business leaders and the development team and increased the team’s ability to respond to changing business demands through the implementation the agile methodology of Scrum with a team of 9 developers, testers, and database administrators.
* Managed multiple simultaneous projects using a Scrum board that included every projects’ backlog.
* Greatly improved the accuracy and effectiveness of the team estimation process by including business leaders in the planning poker sessions.
* Facilitated daily stand up meetings, backlog grooming, demonstration meetings, and retrospectives.
* Improved existing business processes using Lean and 6-Sigma techniques, create standard processes (standard work) and practices where no formal one existed, and create the ability to perform additional processes throughout the company through the use Microsoft’s .NET technology.
* Managed multiple simultaneous projects coordinating business and development resources to provide operational efficiency gains for the organization.
* Ensured smooth operation across divergent platforms through collaboration with the I-series systems staff.
* Created new business opportunities for Keystone through collaboration with senior leadership and leveraging technology to establish a competitive advantage.
 |
| 2002 – 2005 | Keystone Automotive Operations, Inc. | Exeter, PA |
| eServices Manager* Directed a development and technical support team through a transition from developing and supporting a C/Unix retail management system into developing and supporting several .NET based e-commerce web sites.
* Managed a team that supported and maintained several web sites including a business-to-business site that processed 40% or $240,000,000 in annual sales.
* Implemented a replacement for Keystone’s affiliate to consumer web site and prototyped a web based retail management system with high levels of coordination between the development team, support team, sales team, existing customers and management.
 |
| 2000 – July 2002 | Keystone Automotive Operations, Inc. | Exeter, PA |
| Key Solutions Development Manager* Directed the integration of our division into Keystone Automotive Operations’ multifaceted IT department. After this integration, continued the management of all technical aspects of our “Key Solutions” retail management system.
* Managed a team of six C/VB developers and two system engineers.
* Managed the full application lifecycle for a commercial hardware and software product including continuous product feature enhancement based on customer feedback, inventory control, hardware implementation, and advanced system implementation and administration.
* Created full utilization of broadband Internet connections in the Key Solutions product to greatly improve operation efficiencies and customer satisfaction by porting of the product to SCO’s UnixWare OS.
 |
|  |
| 1993 – 2000 | Keystone Automotive Operations, Inc. | Exeter, PA |
| Key Comp Division Manager* Managed all aspects of business operations for a value added reseller offering a retail management system specifically designed for auto parts aftermarket dealers.
* Managed a team of ten C developers and two system engineers.
* Managed the full application lifecycle for a commercial hardware and software product including continuous product feature enhancement based on customer feedback, inventory control, technical support, hardware implementation, trade shows, sales, and advanced system implementation & administration.
* Led the Key Comp division to become financially self-sustaining while providing enormous benefit to Keystone. Processed over 20% or $52,000,000 in annual orders.
* Established a small Internet Service Provider to provide dial up access to local residents. This included establishing high speed Internet backbone connections, setting up an internal network, and all the necessary servers to support an ISP.
* Led the division’s completely successful transition to the year 2000.
 |
|  |
| 1982 - 1986 | Susquehanna University | Selinsgrove, PA |
| Bachelors Degree in Computer and Information Sciences* Minors in Physics and Math
 |
| References |
| References are available on request. |