

CHUCK RUSH, MBA

Mooresville, NC | chuck.rush@chuckrush.com | 540-355-1309

IT MANAGEMENT | PROGRAM MANAGEMENT | TECHNOLOGY MANAGEMENT | SERVICE MANAGEMENT

Technology Director with more than 30 years of global experience leading IT operations, projects, and programs to develop improved business technology products and services.

Leads cross-functional operational and technical teams to identify business requirements and lead strategic IT transformation initiatives. Specialized in leading the development and implementation of enterprise IT Infrastructures, Virtualized Environments, and Business Process Optimizations, with experience servicing large-scale global companies. Professional strengths include organizational leadership and governance experience.

PROFESSIONAL ACHIEVEMENTS

- o Managed a \$35 Million line of business focused on providing on-site data center services located throughout five countries; led a team comprised of seven senior directors and 350 staff members.
- o Organized and managed a global IT organization that researched, acquired, and regulated infrastructure technology; managed and coached a culturally diverse and geographically dispersed team of senior managers.
- o Engineered the global store network for McDonald's Corporation, managing the implementation of networks that spanned 86 countries and facilitated IT coverage for more than 15,000 stores.
- o Directed the development of process enhancements that enabled the accurate reporting of 95% of IT assets.
- o Oversaw the creation and implementation of an IT Service Catalog that offered thousands of service requests for available IT products and processes.
- o Launched a data center outsourcing business focused on delivering ITIL-based services to small-to-medium Fortune 1000 customers.

PROFESSIONAL EXPERIENCE

Strategic Global Consulting – **CIO** 2021 - Present

- Providing Executive IT services to SMBs

Arevo Group – **VP of Operations** 2019 - 2021

- Manage all aspects of IT operations, including team organization and development, resource management, process development, auditing, governance, and technology implementation/administration.
- Evaluate existing IT architectures and processes in order to develop new solutions that improve business and system performance.
- Evaluate Infrastructure, Application, Business Analytics needs and implement new solutions.
- Maintain and operate corporate Risk department including managing risk insurance providers.
- Develop and maintain Business Continuity / Disaster Recovery functions for all departments.

LOWE'S - **Director, IT Business Operations (ITBO) / IT Service Management (ITSM)** 2014 - 2019

- Manage all aspects of IT operations, including team organization and development, IT Service Management (ITSM), Performance Monitoring, resource management, process development, auditing, governance, and technology implementation/administration.
- Evaluate existing IT architectures and processes to develop new solutions that improve business and system performance.
- Collaborate with cross-functional stakeholders to identify and respond to enterprise business requirements, aligning new IT services to the business's unique needs.
- Coordinate IT Service Management throughout the entire company; develop new ITSM teams, strategies, risk management processes, and guide the ITSM organization culture to a customer-centric business model.

- Integrate new technology plans that drive business continuity, including a revised disaster recovery plan that moved the IT organization from a legacy data center focus to an application-centric view.
- Negotiate contracts with service providers to ensure optimal value from purchased products and services.
- Directed all aspects of evaluating the Lowe's business enterprise and recommending intuitive ITSM and performance monitoring products/services.
- Provided strategic IT consulting to executive stakeholders, aligning product and service offerings to high-level business initiatives.
- Developed a plan to rationalize the use of enterprise monitoring solutions, focusing on producing significant annual savings on licensing, training, and support expenditures.
- Directed and integrated a large India based ITSM team.

NORTH HIGHLAND - CLIENT: LOWE'S - *Principal Consultant* 2013 - 2014

- Created and implemented an improved roadmap to enhance the capabilities and effectiveness of enterprise monitoring solutions; collaborated with customers to develop of metrics and scorecards to track the performance of enterprise monitoring processes.
- Managed change management initiatives, providing technology governance to ensure minimum impact to business operations; change management efforts included chairing a weekly Enterprise Change Approval Board.
- Implemented new action and project plans to update SDLC governance processes.

HAWKEYE COMMUNICATIONS - *Vice President of IT* 2011 - 2013

- Led technology development efforts to revitalize the corporate IT infrastructure; directed multiple IT-focused projects, including data center modernization, establishing disaster recovery architectures, creating a help desk organization, overall IT budget management, and modernization of corporate backup platforms.
- Directed multiple operations and technology enhancement initiatives, including the virtualization of corporate computing environment, acquisition of a new colocation facility, creation of a mirror site for disaster recovery, and integration of globally dispersed team into a single organization.
- Developed a budget system to facilitate accurate monthly reporting of all IT expenditures across all companies.
- Reviewed and updated WAN architectures in order to achieve a network monthly spend savings of 15% and cutting corporate mobile phone expenditures by 25%.
- Improved IT efficiencies and resource availability by outsourcing data backup services.

WELLS FARGO - *IT Program Manager* 2010 - 2011

- Collaborated with stakeholders to identify project requirements and translate business needs into stable, supportable technology solutions; led data center consolidation, infrastructure upgrade, and application consolidation projects.
- Planned, delivered, and maintained customer projects while engaging customers, vendors, stakeholders, and strategic partners to ensure the successful completion IT development and support deliverables.
- Performed risk assessment and management to mitigate obstacles throughout the planning and completion of enterprise IT development and implementation projects.
- Developed a project management application that unified multiple SQL databases spanning multiple divisions.

VMC CONSULTING - *Director, IT Infrastructure Services* 2007 – 2010

- Led the development and delivery of superior outsourced IT services to global customers; managed the delivery of server acquisition, equipment deployment, moves/adds/changes, break-fixes, and asset tracking.
- Managed a global organization of 250 personnel responsible for providing 24/7/365 IT services, along with providing on-site management of 15 worldwide data centers.
- Directed the development of business strategies that increased net operating margins by 14% within 15 months.
- Optimized existing architectures and processes to create a Shared Services organization.

- Created a marketing plan and launched an outsourcing initiative to provide total data center outsourcing services for small-to-medium Fortune 500 companies.

ADVANCE AUTO PARTS - **Director, IT Operations**

2005 – 2007

Responsible for corporate infrastructure including networks, data center, enterprise computing, work group computing, IT Help Desk, and desktop services. Directed a team of 5 managers and 65 team members supporting a 7 x 24 operation.

- Developed strategic plan to move corporate data center from Roanoke to Shared Verizon Center. Directed planning for installation and migration of Networking, Wintel Server Platforms, RS6000 and AS/400 platforms. Designed facility to support mirrored storage and services with Roanoke as backup. Developed 1-3-year migration plan in conjunction with corporate development.
- Integrated operation of remote data center into existing 7 x 24 x 365 data center operations team utilizing all operation metrics and reporting. Integrated Verizon services as part of operational model.
- Designed a Store Network for the company's 3000 stores. Wrote RFP and led team to review and select new outsourced partner.
- Solicited bids for a new corporate data center. Partnered with Verizon to move corporate data center to hosted facility.
- Developed plans and processes to implement a disaster recovery site in Roanoke.
- Developed IT Help Desk including SLAs and customer satisfaction process.
- Built relationship with development team in order to increase service to the business.
- Revamped company change management processes and directed change management operations
- Instituted a formal Disaster Recovery planning team consisting of infrastructure and development representatives. Reviewed and revised existing plans and recertified with Audit. Implemented mock disasters to test documented plans.
- Responsible for operational compliance and reporting for all SOX tracked and audited SOPs. Participated, review, and remediated, quarterly all discovered issues.

STRATEGIC GLOBAL CONSULTING – **Owner**

2004 – 2005

Independent consultancy providing strategic management planning

- Facilitated a three-year planning workshop for a regional insurance company that produced their IT development plan.
- Developed targeted network planning and implementation guidelines for a regional insurance company.
- Developed and deployed a supplemental HR system for a Global supplier organization.

MCDONALDS CORPORATION

1987 – 2004

Largest fast-food restaurant organization in the world employing over 50,000 people.

Director, Global Infrastructure (1999-2004)

- Responsible for creating, communicating, and enforcing, adherence to enterprise network strategies.
- Managed a global project team located in Europe, Latin America, Asia, and North America.
- Responsible for network architecture, design, and support in 76 countries. Manage US\$2M/year annual

budget.

- Provide management interface and guidance to global project teams in the areas of active directory and application deployment.
- Managed and directed a culturally and geographically diverse team of senior architects.
- Primary corporate contact/advocate with outsourced communication vendor supplying services more than US\$2M/year.
- Led project teams to develop Statement of Work documents and contracts for all managed services in all regions.
- Provided network architecture services and vendor management direction for the Global Hosting Team and operational efforts.
- Developed three-year global strategy for infrastructure to be used to guide outsourcing partner including transport, management, and outsourcing for data, voice and video services.
- Managed resources that developed and provided corporate web reporting of network activities.
- Key contributor on RFP developed to outsource McDonald's Corporation infrastructure department.

Director, Global Network Architecture (1995-1999)

- Responsible for creating and communicating corporate communication architecture and implementation plans.
- Project Manager for the development and implementation of data and voice networks in the Latin American and Asia/Pacific regions consisting of 40 markets and 7,000 restaurants
- Managed team of 10 managers, engineers, and vendor managers.
- Consulted with over 30 markets for data and voice network decisions.
- Established data communications systems with markets in all regions for the support of client/server applications and messaging.
- Project Manager for implementation of the data communications network in Europe covering 37 markets with regional outsourcer.
- Relocated to Europe for 2½ years to promote the development of networks between countries and in the stores.
- Designed and implemented a regional/global data center to support messaging and intranet WinTel server infrastructure as well as regional A/S 400 data center consolidation.
- Successfully completed the installation of a Frame Relay network linking McDonald's Offices in 90% of the countries in Western and Eastern Europe.
- Managed design and technology impacts of home office network infrastructure including the home office campus and 40+ regional sites.
- Participated in cross-functional senior management team to develop network strategy for future applications running in over 15,000 sites.
- Developed global network design for IP VPN to connect all regional country offices.
- Negotiated enterprise contract with Global communications provider to manage and maintain global networks.
- Successfully led a team to design and pilot a store level network in 4 separate countries over a six month period.

Senior Manager (1993-1995)

- Led a team that created the architecture for the next generation of network. Managed staff, consultants and project members responsible for the design of networking and communications technologies.
- Managed a team of 20 engineers and technicians
- Designed, acquired, and provided network services for 7 McDonald's worldwide conventions supporting 200+ corporate users and 10,000 owner operator attendees.

- Active member of the ATM Forum.
- Received President's Award (given to top 1% of employees).

Manager (1989-1993)

- Led team that completely redesigned the corporate network implementing Cisco routers and a high-speed FDDI backbone. Managed projects including corporate firewall design and implementation and intranet web site.
- Managed a team of 25 technicians, engineers, and support staff.
- Designed and implemented Novell Networks in over 20 countries.
- Worked with vendors to implement support infrastructure to allow installations to be self-supporting.

Senior Technical Analyst (1987-1989)

- Worked on the team that designed and implemented the initial computer installation for the new McDonald's corporate headquarters.
- Managed a team of 3 Wang software and hardware analysts.
- Designed, purchased, and installed the next generation of Wang equipment.
- Designed and installed the first PC LAN at McDonald's.
- During the period 1988-1991, led the team that installed over 2,000 workstations and 20 Novell file servers including the supporting electronics.

INNOVATIVE COMPUTER MANAGEMENT SYSTEMS Owner/Co-founder

1980–1987

\$3 million Wang hardware reseller and customer software developer, specializing in the restaurant industry, employing 30 people with 200 customers.

- As co-founder, responsible for managing the technical aspect of the business.
- Managed a team of 10 software application developers.
- Designed, implemented and supported applications at major customer sites (Kentucky Fried Chicken, Churchill Downs, Dobb's House Restaurants, McDonald's, Popeye's, etc.).

EDUCATION

Master of Business Administration (MBA) - BELLARMINE UNIVERSITY

Bachelor of Science, Business Administration - BELLARMINE UNIVERSITY

ITIL Certification