## 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**

* 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.
* 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.
* 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.
* Directed the development of process enhancements that enabled the accurate reporting of 95% of IT assets.
* Oversaw the creation and implementation of an IT Service Catalog that offered thousands of service requests for available IT products and processes.
* 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 rick 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.

## Chuck Rush, MBA PAGE TWO

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.

 **EARLY EXPERIENCE**

ADVANCE AUTO PARTS - ***Director of Operations (2005 - 2007)***

STRATEGIC GLOBAL CONSULTING - ***Owner (2004 - 2005)***

MCDONALD’S CORPORATION - ***Director, Global Infrastructure (1999 - 2004)***

MCDONALD’S CORPORATION - ***Director, Global Network Architecture (1987 - 1999)***

 **EDUCATION**

***Master of Business Administration (MBA)*** - BELLARMINE UNIVERSITY

***Bachelor of Science, Business Administration*** - BELLARMINE UNIVERSITY