PAUL RICE, CSM, CSPO, CIOS, CSIS, ITIL4

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TECHNOLOGY LEADER

Strategic technology leader skilled at integrating technology and software into business infrastructure to enable goals and vision through high-impact, sustainable solutions. Firmly believe in working closely with the business and end customers to understand the "why" and future vision to best bring about the proper technology changes within the organization. I have more than 18+ years as a trusted IT leader and architect in software development acting as a cross-functional partner, guiding technology decisions that transform operational capabilities, growth, and efficiency. I am passionate about innovation that makes sense, creating amazing customer experiences, and growing strong technology teams.

Core Competencies

Strategy & Roadmap • Team Leadership & Growth • Software Design & Architecture • Product Management
Agile/Scrum • Customer Experience • Cloud (SaaS) Solutions • Stakeholder/Vendor Management
SDLC • IT Financial Planning & Management • Project Management • Software Testing
Infrastructure • Networking • Security • IT Support & Service Delivery

Industry Verticals

Oil & Gas • Healthcare • Banking • Real Estate • Retail • Airlines • Workforce Management

EXPERIENCE

2/2019-3/2022 | **UNIVERSAL PLANT SERVICES** | **DEER PARK, TX**

Director of Technology, **Software Development**

Managed and mentored a globally distributed team ensuring the most effective roles and team structure to respond to ever-changing business needs. This team consisted of software development, product ownership, infrastructure, security, technical support, ERP, Salesforce, SharePoint, and other various software products that impacted the business.

Managed and participated in conjunction with a team of product owners, responsible for defining product strategies and customer outcomes for products to ensure delivery met the needs of our customers.

Created product plans, software development roadmaps, operational plans, and the management of execution against project plans and delivery commitments.

Managed software development lifecycle in an Agile/Scrum delivery environment focusing on continuous integration and delivery while maintaining the quality and performance of software products and services.

Improved sustainability of software product spearheading an effort to create a unified codebase and UI/UX design to allow for a repeatable, rapid development of software solutions.

Reported on project status, timelines, financials, quality, operations, and system performance to executive management and acted quickly and decisively to resolve customer-impacting issues.

Managed company infrastructure team, helping to roll out of M365 E5 Platform to enable better security across the organization, including software applications, using Microsoft Intune, EDR, DLP, and MFA.

Planned and managed a multi-million-dollar budget for all technology-related expenses and worked hard to make sure this budget was well spent and used efficiently.

3/2012-2/2019 | **CEREMITY** | **HOUSTON, TX**

Software Architect Consultant, CTO

Served as a solution architect and visionary software consultant for clients, driving customer experience and success through technology leadership and enablement across the business. Built product and technology success roadmaps and evangelized digital transformation.

Met with clients to translate business needs into workable technology solutions that scale both technically, operationally and provide amazing customer experiences that deliver on value.

Involved in full-cycle project management, from pre-sales account acquisition, discovery, development, deployment, support, and customer satisfaction.

Led and managed multiple globally distributed software development teams, including staffing, mentoring, enhancing, and maintaining best-of-class software development leaders across multiple teams and disciplines.

Collaboratively drove pre-sales as a software consultant focused on understanding and meeting needs. Handled proposals, negotiated contracts, and managed client relationships through issue resolution and technical support.

Delivered in-house operational leadership, providing P&L/budget oversight, cost reduction, process development and optimization, and team recruitment and training.

Drove company sales as technical pre-sales consultant, enabling multimillion-dollar year over year growth and resulting in the attainment of Houston Business Journal Fast 100 (2016-2018) and Inc. 5000 (2018).

8/2010- 3/2012	**LOOMIS** **Senior Lead Developer**	**HOUSTON, TX**

Designed high-impact technology solutions that transformed business activities. Delivered full-scale project management for concurrent internal and client engagements.

Improved customer satisfaction and support efficiency by designing, architecting, and developing an entire enterprise level application built upon .NET Silverlight using XAML, C#, RESTful Services, and Microsoft SQL Server. Drove project from development through delivery, collaborating with DMs, SMEs, and TSPs to understand needs and gather requirements.

Streamlined data movement in electronic payment remittance for multiple banks by developing and maintaining ETL solutions, using either SSIS or SQL with SQL Jobs.

7/2008- 8/2010	**CATAPULT SYSTEMS** **Senior Consultant**	**HOUSTON, TX**

Consulted with clients to design and develop enterprise level software applications. Worked with various technologies including WPF, XAML, C#, Microsoft SQL, ASP.NET Web Forms, ASP.NET MVC, ASP.NET Web API, and SSRS.

3/2007- 7/2008	**CLEAR CHANNEL** **Senior Web Developer**	HOUSTON, TX

Worked with executive team to gather business requirements to develop strategic technology projects for internal sales and disc jockey training initiatives.

1/2006- 3/2007	**CONTINENTAL AIRLINES** **Senior Information Technology Specialist**	**HOUSTON, TX**

Web developer building out various application using ASP.NET Web Forms, JavaScript, and SQL, aiding in time log entries.

2004- 1/2006	**STRATASOFT** **Intellectual Property Liaison**	**HOUSTON, TX**

Web developer building out applications and working with lawyers for code patents and copyrights.

EDUCATION

2018	**HOUSTON BAPTIST UNIVERSITY** Master of Arts, Apologetics	**HOUSTON, TX**

2003	**UNIVERSITY OF TEXAS AT AUSTIN** Bachelor of Science, Electrical Engineering	**AUSTIN, TX**

CERTIFICATIONS

- Certified ScrumMaster® (CSM®)
- Certified Scrum Product Owner® (CSPO®)
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Microsoft Certified: Azure Data Fundamentals (DP-900)
- CompTIA IT Operations Specialist (CIOS®)
- CompTIA Secure Infrastructure Specialist (CSIS®)
- ITIL® Foundation (ITIL4 Edition)
- CompTIA A+
- CompTIA Network+
- CompTIA Security+

TECHNICAL

- **Product**: Management, Ownership, Evangelization, Training, Feedback, Roadmap, Rollout, Communications
- **Web Development**: ASP.NET MVC, ASP.NET Web API, ASP.NET Core API, Razor, JavaScript, Knockout, Angular, TypeScript, jQuery, HTML5, CSS, Bootstrap, Silverlight
- **Cloud**: Azure, VM, Virtual Networks, Azure Storage, Azure DNS, App Services, Azure Functions, Logic Apps, IoT Central/Hub, Azure Databases
- **DevOps**: JIRA, Azure DevOps, GIT, GITHUB, Branching Strategies, Continuous Integration/Continuous Delivery
- **Infrastructure**: M365 F1/E3/E5 Platform, Intune, MFA, EDR, DLP, Networking, Security
- **Concepts**: Software Development Lifecycle (SDLC), Big Data, Internet of Things (IoT), Software as a Service (SaaS), Agile, Scrum, Virtual Reality, Microservices, Software Testing, Mobile Development, Master Data Management, ERP Integration
- **General Development**: Microsoft .NET, C#, Unity
- **Architecture**: Dependency Injection, SOA, N-Tier design, Design Patterns
- **Database**: Entity Framework, ORM, Microsoft SQL Server, Stored Procedures, SQL Jobs, SQL, TSQL, MySQL, NoSQL
- **Windows Development**: WPF, XAML, Windows Forms