

# Tom Watts (E. Thomas Watts)

☎ 614-519-4985 ✉ [tom@tomwatts.com](mailto:tom@tomwatts.com) [www.tomwatts.com](http://www.tomwatts.com) Columbus Ohio

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## IT OPERATIONS MANAGEMENT

**Accomplished Operations and Information Systems Manager** leading, building and supporting business enterprises to generate operational and process improvements. Successfully built high-performing teams with an analytical process focused mindset. Demonstrated ability to analyze and solve complex business problems with innovative technical solutions that optimize resources. Extensive IT project management experience across multiple sectors including Insurance, Manufacturing, and Government organizations. Exhibits the technical skills and empowering leadership for developing and implementing cloud business solutions. Spearheaded projects to create innovative approaches in system design, interrelationships, operating mode, system software, and equipment configuration. Consistently executes projects on time and within budget while meeting stated organizational goals.

Portfolio Planning & Management | Team Building | Leadership | Communications | IT Systems Acquisition | Reliability Engineering | Tactical Planning | Process Modeling | Supply Chain | Tableau | Paxata | Office 365 | SharePoint | Business Development | Process Improvements | Cloud Services | Technical Support

## Professional Experience

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### Operations Management Consulting (Private Confidential Consulting)

Azure application e-commerce web program management implementation, and business operations Small Business Startup, SharePoint, e-commerce web, program management implementation, and business operations for various small and medium sized companies.

Very discerning in my engagements, must be interesting, not full time, and for a limited duration, not looking for employment or long term contracts.

Full satisfaction of your contract requirements or your under no obligation to pay for my services.

### Various Contract Consulting Engagements: 2020 - Currently

#### Armory Auction LLC

##### Operations Management and Consulting | August 2018- August 2020

Azure application e-commerce web program management implementation, and business operations

#### Nationwide Insurance

##### Consultant, Enterprise Portfolio Planning & Management | 2015-July 2018

Portfolio Planning Services (PPS)/Business Transformation Office (BTO), Consultant supporting operational Portfolio Analytics for the Program Portfolio Management (PPM) process, the NW IT program software build process.

- Exhibited operational and data subject matter expertise for a Collaboratory Research contract for a Text Search Tool for the creation of risk analysis and alternate views of the annual \$500 million-dollar NW software development programs.
- Established portfolio based on the new metrics of (Plan, Test & learn and Build) expense dollars by various business units and other portfolio defined metrics, and ongoing efforts.
- Provided support documentation of the modeling of the NW PPM business model at the conceptual level in support of a BTO Data Model architecture initiative in PPS which supports the entire BTO.
- Coordinated cross functional efforts for the PAXATA data blending tool pilot (Test & Learn) for the usage in PPS.
- Utilized Tableau data visualization tool to support conversion of spreadsheet reporting to an automated process
- Mobilized office collaboration support for NW SPOT movement to the Azure Cloud and general ad hoc SPOT (SharePoint) services to several BTO business process offices.

##### Benefits Management Consultant (Software Development Programs)- (Nationwide Contractor) | 2014-2015

Served as a BMP (Benefits Management Practices) Consultant (contractor) for Portfolio Planning Services, joining the team consulting with large program teams and documenting repeatable practices for Benefits Realization.

- Instituted primary support for program consulting, extraction of repeatable methods, and creating excellent documentation; engaged 2-3 program teams simultaneously for Benefits Realization program consulting.
- Collaborated with program leaders to define a high-level work plan, coaching program leaders, extracting and documenting repeatable methods, and assisting in creating work methods to attain the program goals.

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## **Ventech Solutions Inc.**

### **Federal Solutions Executive | 2013-2014**

Assumed the responsibility for the development of corporate technical operations strategy in the federal space for Ventech Solutions.

- Oversaw Federal Operations and Business Development-Capture, Corporate development strategy and execution, marketing and client relationship management.
- Assumed Senior Advisor role to the CEO NA for growth strategy development for Cloud Services, Software and Systems Engineering, IT Security, Data Management, Biometrics and Data Analytics, Governance, etc.
- Led Long Range Plan development and provided support for developing and launching client relationship programs with the Air Force, NASA, DHS, HHS, DOD, DOT, DOJ, etc.

## **EXCEL Management Systems Inc.**

### **Chief Technologist | 2007-2013**

As the CTO of this Department of Defense contractor, supported Information Technology Services to Government, State, and commercial clients, for, Client/Server Systems, Database Management, Systems Integration, Modernization, and Reengineering, and Acquisition Logistics systems.

- Provided Cloud Solutions Architecting and Partnering with other vendors to supply complete client solution.
- Assisted Business Development efforts of Federal and State Programs as Engineering Sales Solutions Architect.
- Generated Proposals/Requests for Quotes/Requests for Information (RFPs/RFQs/RFIs).
- Oversaw software Integration projects for Service Delivery, CRM, Accounting data sharing and others.
- Implemented SAAS solutions for customers and EXCEL (E-MAIL/CRM/Service Management/DR).
- Optimized business analysis for Virtualization Architecting, both for MS HyperV and VMWare in legacy datacenter.
- Conducted Network Operations Management and EXCEL internal IT Management oversight,
- Supported Program Management with providing costs and schedules for projects assigned, using Pivotal Tracker.
- Reviewed and analyze requirements and documentation, and Network and support Software systems assessments.
- Exhibited strong technical writing skills, and supervised Graphics Specialists in managing and producing proposals.

## **GlobeTech Exchange Inc.**

### **Vice President Operations | 2002-2007**

Managed operations for a Department of Defense contractor, in support of Information Technology Services to Government and commercial clients, for, Client/Server Systems, Database Management, Web Development and Internet Access Design, Web-Based Commerce, Stock Control, Systems Integration, Modernization, and Reengineering, and Acquisition Logistics systems

- Led support efforts for the team within Operations Management and Technology Services.
- Orchestrated Program Management support and established costs and schedules.
- Produced software requirements analysis, and requirements documentation, with use cases for integration projects
- Assisted in the Certification & Accreditation (C&A) of Software systems security for authorization/permission to compute with Federal Information Assurance Support, policy and certification activities
- Interpreted business requirements, translating them to functional specifications for software development, database and infrastructure teams.
- Generated Requests for Proposals/Requests for Quotes/Requests for Information (RFPs/RFQs/RFIs)

## **Shelby County/Memphis Tennessee**

### **Director of Information Systems | 2001-2002**

As Director Information Systems for Shelby County Assessor, (County/City Government), Memphis Tennessee:

- Managed all Information Technology operations of this local government agency.
- Converted and standardized operations based on six (6) disparate sever operating systems to 2 (UNIX and NT)
- Implemented a help desk business process system, upgraded firewall systems and Internet content filtering.
- Reorganized operations and implemented standard IS business practices to support disaster recovery.
- Revised web site support processes and updated content management processes, and portal technology.
- Converted the organization from older Novell servers to NT2000 (Active Directory), and Exchange e-mail systems
- Managed a software conversion/re-host of the Assessor Computer Aided Mass Appraisal System (CAMA), system.

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## Tosoh America Inc.

### Director of Information Technology | 1998-2001

Executive position reported directly to President of Tosoh America for daily operations and to the CIO of Tosoh Inc. in Japan for strategic direction and focus, with a nationwide staff of about 25 personnel

- Directed operations for Information Technology policy, infrastructure and data/telecom for all Tosoh companies.
- Forged the centralization of IT resources and IT project management for Tosoh in the U.S.
- Implemented and updated frame relay links between Japan, Taiwan, Korea, United Kingdom, San Jose, Portland.
- Converted low value, Quality of Service (QOS) frame relay links to Internet Virtual Private Networking (VPN).

### Tosoh SMD Inc. (Part of Tosoh America)

#### MIS Manager 04/01/1998 To 10/01/1998

- Managed the Information Technology group
- Managed conversion from Lotus Notes e-mail to Exchange 5.5 e-mail,
- Upgraded manufacturing plant server capability by 50%,
- Setup new backup solutions and virus solutions.
- Managed technical operations to remediate an older HP3000 manufacturing system for Y2K (Year 2000) issues.
- Outsourced residual Lotus Notes applications
- Upgraded frame relay connections to Asian subsidiaries in Korea and China
- Supported the implementation of Citrix manufacturing systems saving approximately 50,000 in new PC upgrades.
- Initiated web-based sales force automation system and IT knowledgebase, and company Intranet.
- Stayed successfully within budget and on time for all projects

### Trim Systems LLC

#### MIS Manager (Part of Tosoh America) 09/01/1996 To 04/01/1998

- Was the Baan ERP Team leader for 5-person contractor and 5-person Trim Systems team
- Trained in Baan Tools, installed Baan systems and databases
- Provided direct technical support for Enterprise Resource Planning (ERP) migration from existing legacy AS400 data system to BAAN, using client server system design and implementation using Business Re-Engineering and project management.
- Provided LAN administration implementing NT Server 4.0, Exchange Mail Server with Windows 95 clients,
- Operations support with direct programming, using Microsoft Access (Visual Basic) for production forecast database using AS400 data and custom bill of material (BOM) developed tables/application.
- Supported several IT mergers and acquisitions when Trim Systems was bought by Heavy Duty holding, a venture capital firm.

### Sytex Inc.

#### Senior Systems Analyst and Project Leader 10/01/1995 To 09/01/1996

- Supported the DOD Joint Logistics System Center (JLSC) Materiel Management Division for Program Management and Operational Systems support for internal data system design and implementation using Business Re-Engineering and application programming. As a hands-on project leader, provided direct programming support, using Microsoft Access (Visual Basic) and Microsoft Project.
- Provided support with extensive experience with database design and development for numerous projects.
- Managed the M4 portion of the JLSC/MM World Wide Web (WWW) site design, deployment and, HTML programming.
- Authored Software Development Plan `s (SDP) and application Functional Description (FD).
- Deployed new NT Servers 3.51, CAT 5 LAN, and NT Exchange Mail Server and Windows 95 clients.

### LABYRINTH GROUP Inc

#### General Operations Manager 04/01/1993 To 10/01/1995

- As the General Operations Manager and CIO of the LABYRINTH Group, a startup environmental engineering company with an IS focus:
- Managed all general corporate operations to include Information Systems Management, Human Resources, Financial Operations and Contract/Procurement administration.
- Personally, managed DOE MIS contracts worth over two million dollars per year, a significant percentage of the total

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company's revenue.

- Managed more than 40 personnel.  
Development and management of internal data systems for general operations to include Human Resources, Resume Tracking, Contract Task Order Management/Invoicing and RFP/Marketing Management.
- Application development in MS Access, Oracle NT, Clipper, and office automation using MS Office.
- Project Management and development of a commercial database for the LABYRINTH Group of all environmental data provided by each waste generator and treatment facility as reported to the Ohio EPA for the year 1992.
- Information engineering support for conversion of a DOE Waste Characterization database from the legacy system to a site wide Oracle database system "SWIFTS" for FERNALD (a superfund site in Cincinnati OH).

## UNITED STATES AIR FORCE (Civil Service)

### Program Manager / Senior Staff Analyst GS-12 1979 To 1993

- Supported Corporate Information Management (CIM) as directed by The Office of the Secretary of Defense (OASD) for Production and Logistics, Pentagon, United States Air Force
- As a Senior Civilian Acquisition Logistics Professional was a member of the OASD approved Joint Industry and Government Provisioning Policy Group (DOD PCPG) for standardized data systems in coordination with the Logistics Systems Center (JLSC), represented the Air Force.
- Supported the Air Force Logistics Command (Wright Patterson AFB) and the JLSC, under the direction of the DOD, Defense Management Review (DMR) 926, 987 and others for business process analysis using IDEF modeling.
- Developed, provided and managed policies, concepts, methods and techniques for describing, controlling and developing Logistics Management systems as related to computer programs for Logistics Support Analysis (LSA) and the Logistics Support Record (LSAR), for Provisioning and Cataloging data systems.
- Chairman of the PCPG subgroup Policy Execution, representing the Air Force

## UNITED STATES AIR FORCE

### Non-Commissioned Officer

- NUCLEAR SECURITY-USAF MILITARY SUPERVISOR
- F15 Aircraft Fire Control and Radar Technician

## EDUCATION

### Georgia College & State University

- Bachelor of Business Management 1986
- Information Technology Management

## SKILLS & EXPERTISE

- ITIL Intermediate Certification
- Building Effective Logistic Teams
- Communications and Counseling Employees
- Situational Management in Corporate World
- Air Force IT Systems Acquisition
- Air Force Reliability Engineering
- DOD Tactical Planning and Team Building
- IDEF Process Modeling, Master
- Tableau (data visualization)
- Paxata (data blending and ETL)
- Advanced Office 365 automation, AZURE Operations, CSS, HTML, C#