Cory P. Retherford

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 **TECHNICAL OBJECTIVE**
I aspire to lead a team of professionals responsible for enterprise services and complex highly visible projects. I desire a position which allows me to facilitate and promote projects and services in a collaborative environment that fosters innovative and dynamic approaches to problem solving, systems architecture, enterprise initiatives, and policy and operations development.

**CAREER SUMMARY**

I am a respected university information manager and project leader with an in-depth knowledge of the university technical environment and a progressive information systems management career. I have established a solid foundation of knowledge administrating technical infrastructure, systems architecture, design and integration, and application development and deployments. I am familiar with the principles of information system processes, written policy and governance, and technical administration and auditing. I have strong relations with university constituents and a proven track record of excellence. I am an effective learner and require little time to understand and comprehend new technologies and concepts. I am a visionary leader who brings out the best in individuals with a desire to participate in the long-term planning and collaborative leadership of large-scale information systems initiatives and implementations of complex system deployments and migrations.

**HIGHLIGHT OF QUALIFICATIONS**

* **Indiana University Management Experience**
As a manager of eight years for the University Student Services and Systems group and Student Technology Centers Supervisor of 100+ consultants for 3 years, I have an accomplished record as a leader at Indiana University and for other organizations. As a leader I recognize staff efforts and accomplishments and regularly provide encouragement and gratitude, which results in improved team moral. I actively engage, initiate, and challenge staff to be their best which has proven an effective approach.

As an effective manager I have the ability to use few resources reacting favorably to changing priorities and exceed expectations and meet deadlines. I have considerable experience managing professional staff reporting directly to me and managing large project teams. My teams are go-getters with the attitude that anything can be done with the resources available which I attribute to the trust, respect, and confidence I have for staff I manage. I am confident in my ability to promote strong relations with others and deliver excellent results.
* **Special Project Involvement**
I actively participate in a number of standards, compliance, and special project groups which identify emerging technologies and make strategic decisions to align university systems to integrate with enterprise systems.

In my current role as the Lead Business Intelligence Architect I participate in numerous Business Intelligence Governance and SharePoint governance committees, Enterprise Systems Task Forces, lead several university users groups, provide steward guidance for security and best practices and other special projects that will help shape the direction of the University systems.

I play a key role in the development and integrations of the Business Intelligence services that include Tableau, Microsoft, Oracle, Identity Management Systems, the Consolidated Business Intelligence Portal, and numerous other systems and services.

**EXPERIENCE SUMMARY**
**Indiana University – Enterprise Decision Support Services** **–** **Bloomington, Indiana
Lead Business Intelligence Architect, December 2011 – Present**
My role in the Enterprise Decision Supports Services is to lead a team of highly skilled professional staff, hourlies, and project groups that support the University Business Intelligence services and systems that facilitate operations for reporting such as Oracle, SQL Analysis Services and policy and standards. I lead technical projects and provide mechanisms to improve existing business process and services for the university. As a project manager I form diverse groups of technical skills and participate with numerous university committees, policy, and compliance initiatives.

* Successfully established the University Business Intelligence Services and Business Intelligence Team that is responsible for the Business Intelligence application services technology infrastructure for university wide services and initiatives.
* I have been the primary project planning coordinator and facilitator for the implementation of applications, networks, SQL databases, client tool integrations, identify management, devices and security for the Enterprise Business Intelligence Services. I oversee systems, networks, and data architecture and proactively identify deficiencies and communicate changes and priorities to resolve these quickly. I provide architectural direction relative to the design, administration, and maintenance of a variety of systems and servers university-wide which include application services for Web application development and UI for many systems such as university public facing business intelligence website <https://bi.iu.edu> and university reporting portal <https://portal.bi.iu.edu>.
* I have exceptional resolution skills and experience managing complicated problems and organizing working groups to solve problems. I am able to understand high level operational and management requirements and able to effectively describe technical requirements to technical staff.
* I provide leadership and direction of professional staff maintaining performance management plans and providing feedback on work performance and career goals.
* As a liaison I oversee the management and relations with contractors and the collaboration between university teams during systems development, implementation, upgrades, and maintenance integral to any systems project and implementation plan.

**Indiana University – Student Enrollment Services** **–** **Bloomington, Indiana
Manager of Technology Services, November 2003 – December 2011**

* Responsibilities included the management of information systems, professional and hourly staff, and directed all support operations for the Student Enrollment Services staff and regional campus technologies. Facilitate student projects to improve existing business process and services by participating in university governance committees, policy, and compliance initiatives and developing information system security tutorials for policy, compliance, and procedures, and institutional reporting for critical requested data.
* Successfully established a new technology department and staff from the ground up supporting technology infrastructure, development, and data access for university wide Student Enrollment Services initiatives. Maintained budget for staff, technical services, phone, networks, etc. reporting directly to the Associate Vice President.
* Implemented student systems applications and websites that serve external business constituents and university audiences for various groups such as the University Registrar Council, Constituent Relationship Management project team, Business Intelligence project team, Academic Advising, Admissions, Financial Aid, Executive Committees, Research and Reporting, Compass project groups, and executive committee boards. Services include the regional campus student OnBase adoption and implementation, SIS Training schedule and registration and SIS Online Help, training job aids and training tutorials, SIS academic calendar, IUIE tracker, SIS Help desk Problem Report System, Access Request Management System (ARMS) for SIS data information system access, FERPA Compliance Tutorial, and others.
* Coordinated systems architecture design and implementation of information services and applications for SharePoint and ColdFusion applications. Additional application services include SoftGrid application virtualization, terminal services web access (RemoteApp), Hyper-V, network security, high availability infrastructure services, DNS, DHCP, Active Directory, SQL services, networking, file services, print services, DFS namespace and replication services, failover clustering, and network load balancing.

**Professional Association of Dive Instructors – PADI Americas** **–** **Bloomington, Indiana
PADI Instructor Development Course Instructor and Emergency First Responder Instructor, 1998 – Present**

* Responsibilities include candidate instructor training, and certification of all PADI scuba levels which include classroom, confined and open water, and pool training as well as Emergency First Responder instruction. Management of Instructors, Assistant instructors, Dive Masters, and staff assisting with student training.

**Indiana University – UITS Student Technology Centers** **–** **Bloomington, Indiana
Computer Coordinator Specialist, August 2000 – May 2003**

* Supervision of 160 computer computing consultant staff members and resources at 30 remote computing lab environments. Provide technical leadership and support to the computing consultants, faculty, staff, affiliates, university guests, and students using the University Information Technology Services lab environment and services. Designed a number of information environments for personnel training, computing support and troubleshooting, and customer relations interfacing. Managed university network accounts.

**EDUCATION**

**Indiana University – Bachelor of Arts, Underwater Archaeology – August 1996 to May 2003**

Bachelor of Arts concentrations included disciplined studies in underwater archaeological management and conservation with an emphasis in the study of historically significant cultural resources, park development, resource management, and biological assessments. Acquired a vast amount of field experience in the Florida Keys and Lake Michigan doing non-invasive field studies of underwater shipwrecks, developing site plans, proposing protection strategies, creating and collaborating to the design and development of several comprehensive field reports and web sites, as well as the identification of an 18th century shipwreck.

**Indiana University – Underwater Resource Management Certificate – August 1996 to May 2001**

**Indiana University – Bachelor of Science, Astrophysics – August 1996 to May 2001**

Studies included cosmology and focus in observational and theoretical astrophysics (mechanics, electromagnetism, statistical mechanics, thermodynamics, quantum mechanics, relativity, and particle physics). 3 credits short of receiving degree.

**ADDITIONAL TRAINING AND CERTIFICATIONS**

Criminal Justice (Cyber Crime, Digital Terrorism, Forensics), EnCase Certification, GIAC Certified Windows Security Administrator GCWN, Educause Management Institute, IU Legal Compliance Series for supervisors, Skill Path Leadership and Development and Team Building Management seminars, Comptia A+ and Security +, Microsoft Active Directory Network Infrastructure (70-294 and 70-297), Microsoft SharePoint, Microsoft Enterprise Servers (70-640, 70-646, 70-290, and 70-291), Microsoft Desktop (70-270 and 70-620), Microsoft Office and Exchange hosted services, Dell Premiere, VMware GSX and ESX (Virtual Center, VMotion), and additional cyber security and threat mitigation and compliance training.

**REFERENCES AVAILABLE UPON REQUEST**