

# Warren Smith

Seasoned IT Executive

## 👤 Profile

Dynamic, results-driven VP Information Technology and Engineering with 25 years of progressive leadership in technology and engineering. Proven success in leading high-performing teams, driving technology transformations, and influencing C-level technology vision. Skilled in mentoring, cloud computing, and information security, with a solid track record in vendor selection and negotiation. Recognized for building complete ITO specializing in information security, operations, and project management within a tight timeframe. Adept at migrating data centers to cloud platforms, reducing costs, and building scalable global APIs. A visionary leader with a strong foundation in solution architecture, data science, and data governance, driving innovation and strategic management across diverse industries.

## 📁 Employment History

### VP Information Technology and Engineering at AnalyticsIQ, Atlanta

January 2021 — Present

- Leads team of engineers developing new technology.
- Leads data science team integrating new data sources.
- Leads IT maintaining and operating current technology.
- Leads technology vendor selection and negotiations.
- Influences and Executes C-Level technology vision.
- Built Complete ITO with specialization in Information Security, Operations, Project Management, Architecture and Engineering in nine months.
- Train and mentor new engineers, data scientists, and IT team members.
- Migrated entire data center from on-premises to AWS Cloud in five months.
- Migrated from Hybrid GSuite to Office 365 in four months saving \$20k annually.
- Built scalable, high performance Global API in three months.

### AVP, Enterprise Architecture at QCR Holdings, Inc, Cedar Rapids

March 2020 — September 2020

- Documented entire corporate data flow and built Business Intelligence (BI) solution.
- Developed corporate Vendor assessment Information Security due diligence policy.
- Lead implementation and selection of FiServ Operational Document Store.
- Lead implementation of online account opening solution.
- Lead implementation of LITHC solution generating \$20MM in additional revenue.
- Lead PPP data analysis identifying \$5.5MM in additional revenue.
- Lead vendor selection process for CCTV, Physical Security.

## Details

(309) 631-2717

[warren@warrenandrachel.com](mailto:warren@warrenandrachel.com)

## Links

[LinkedIn](#)

## Skills

Amazon Web Services

Information Security

Cloud Computing

Mentoring

Project Management

Knowledge of Engineering

Solution Architecture

Information Technology

Application Programming Interfaces (APIs)

Data Science

Business Requirements

Negotiation Skills

Microsoft Office

Databases

Health Care

Functional Design

Innovation

Code Review

Software Engineering

Big Data

Technology Roadmaps

IT Project Management

Auditing Skills

Enterprise Architecture

Enterprise Data Management

Business Intelligence

## Chief Information Security Officer at Black Oak Analytics, Little Rock

June 2018 — March 2020

- Responsible for the strategic leadership of the enterprise information security program.
- Accountable for leading the security team, which includes the Cyber Incident Response and Information Security teams, within the IT organization and is responsible for all aspects of Information Security across IT, including strategy, architecture, roadmaps, security policies, security initiatives and education.
- Worked with business and technology leaders to establish appropriate information security governance for the company and clients. Provides leadership in protecting the firmwide network and electronic assets of the company and clients through policy, procedure, education, security operations, and ensuring the appropriate controls and controls testing are in place to protect intellectual property, client data, and electronic assets of the company and clients.
- Managed a staff of highly technical information security professionals, hire professional staff, conduct performance reviews, and provide leadership and coaching, including technical and personal development programs for team members.
- Responsible for the firm's Information Security Policy, and other procedures, systems, and practices to ensure operating efficiency and continuous protection of intellectual property, client data, and electronic assets. Provides consultation, guidance, and ongoing education to board members, leadership, and associates on Information Security issues.
- Responsible for successful information security compliance and third party audits from all three credit bureaus, PCI, CFPB and prospective clients.
- Guided one of the nation's largest health care organization through a roadmap of Compliance, Information Security, and Data Governance.

## Chief Architect at Black Oak Analytics, Remote

January 2016 — March 2020

- Designed and implemented a Near Real Time entity resolution system (customer recognition), which was scaled to operate in the world's largest retailer.
- Responsible for the cloud transformation of all corporate projects, as well as several clients.
- Achieved the certified rank of "AWS Certified Solution Architect".
- Reviewed, analyzed and selected cloud solutions to meet unique business needs.
- Analyzed and built technical designs that can were then translated into workable production level solutions.
- Provide technical leadership to a development team, actively participate in the delivery of application solutions.

Communication Skills

Governance

Data Governance

Strategic Management

Knowledge of Finance

Automotive Industry

Retail Commerce

Health Insurance Portability and Accountability Act Compliance

Fair Credit Reporting Act

Leadership

Problem Solving

Customer Relationship Management

Business Partnerships

Direct Marketing

Digital Marketing

Interpersonal Skills

Self Motivation

Agile Methodology

Team Management

### Languages

English

- Work with project management and business sponsors to build a technology roadmap and ensuring the current and future state of development is in line to the customer expectations.

### **Senior Solution Architect at Acxiom, Remote**

May 2012 — January 2016

- Responsible for digital transformation of the US largest motorcycle manufacturer from a "gut" driven process to a data-driven process.
- Designed and implemented marketing database for the world's largest (by volume) catalog company.
- Built marketing databases for 26 of the world's Fortune 500 companies.
- Worked with clients in Retail, Finance, Automotive and Health Care industries.
- Responsible for overall solution integrity of large and complex solution
- Provided direction to other Solution Architects on technology and design choices.
- Gathered stakeholder requirements and transforms the information into a logical process flow.
- Accountable for the accuracy, process, integrity, quality and stewardship of client solution architecture.
- Maintained and enhanced the roadmap for the client solution and maintains that solution roadmap with technical changes and direction.
- Provided direction with technical and business stakeholder requirements and overall project plan as it relates to multiple solutions.
- Maintained subject matter expertise in industry technologies in order to help align client business needs to products, solutions and services offered.
- Consulted, advised and educated management, affected teams and clients through communications at the appropriate technical granularity.
- Worked with required teams on solution design for process improvements, issues management, or research
- Provided tier 3 solution support by researching and resolving issues
- Kept informed and evaluated the latest industry news, trends, products, services, competitors and relevant existing and emerging technologies.

### **Solutions Developer at Acxiom, Downers Grove**

September 2006 — May 2012

- Provided technical strategy, direction and design of complex solutions.
- Advised functional requirements and application approaches.
- Understood business requirements to build, enhance or integrate programs and processes for one or more applications.
- Interpreted application design and functional specifications to write application code.

- Identified and recommended innovation ideas and drove implementation strategy.
- Led code review sessions; provided code assessment.
- Broke down work in implementations or existing client solutions into manageable pieces and coordinated multiple developers and other teams.
- Effectively identified, troubleshooted and resolved complex technical/coding issues.
- Recognized and communicated areas for innovation and/or improvement
- Performed Level of Effort(LOE) estimates for individuals tasks within a project
- Identified and addressed application or query performance issues.
- Subject Matter Expertise in full tech stack solutions.
- Focused on continuous improvements across solutions
- Balanced multiple projects and prioritize work appropriately to meet due dates
- Consistently provided proven, formal mentorship.

### Senior Developer at PlatinumTel, LLC

January 2004 — Present

- Designed, Built, and Supported call center applications
- Designed, Built, and Supported custom phone firmware for 100-seat call center
- Designed, Built, and Supported custom billing platform supporting 40k customers
- Designed, Built, and Supported custom web interface supporting 200 dealers and 40k customers

### IT Consultant at Versatile Computer Services, Incorporated

January 2000 — December 2004

- Oversaw migration of "Dumb Terminals" to PC in 80+ sites
- Security specialist installing, configuring, and maintaining 80+ site-to-site VPNs
- Designed and built small unix utilities to facilitate system operation

## 🎓 Education

### Bachelor's in Computer Information Systems (CIS), Devry University, Tinley Park

August 2000 — May 2003

## ★ Certifications

### CISSP

July 2022 — Present

### AWS Certified Architect - Pro

June 2021

### EMT-B

May 2021 — Present