

SEAN C. BARKER

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Vice President and Chief Technology Officer / Chief Information Officer with a wealth of experience in Application development, Infrastructure services, process improvement and operations. Extensive success in oversight of outsourcing, outsourced vendor relationships, offshoring, improving IT organizations operations, project management, cost saving initiatives, and team building/staff development. A proven track record of implementations that achieve or exceed the expected return on investment and improve business processes.

PROFESSIONAL EXPERIENCE

Ingram Micro Inc. Santa Ana, Ca

2005 – Current

Vice President Global Information Technology Operations

Joined the world's Largest broad line distributor with 30B in revenue to lead a multinational IT operations organization with responsibility for Worldwide Information Technology Operations systems including: Mainframe, midrange, storage, open systems, telecom, network, ecommerce, and customer support solutions supporting: Europe, Asia, Latin America and North America. The responsibilities included oversight of all Information Technology systems, services, engineering, project management, help desk, desktop services, capacity planning, management of both in-sourced and out-sourced functions, leveraged across both US and international datacenters.

- Championed the re-architecture, re-platforming, and implementation of a new Warehouse Management system across all North America Locations. *Won the company's highest Award for project success (June, 2006).*
- Developed a new ecommerce strategy for the aggregation of customer entanglement , marketing (cross sell up sell) and stability of the multinational WEB / EDI/ XML applications
- Improved Operational efficiency through ITIL processes that resulted in a reduction of outages in the first year by 56% and 10% year over year.
- Lead the "Green" initiatives introducing the environmentally friendly business practices as well as new product development in support of Green Technology and services.
- Designed and implemented an out sourcing methodology for the optimization of resources and budget in both the Application and Operations divisions.
- Responsible for Leading technology standardization and portfolio management disciplines.
- Reduced budget run rate by 10% year over year for 3 years.
- Standardized policies and procedures for Telecommunication Group's 1,000 servers; efforts saved costs, eliminated repetitive actions, improved processes to meet deadlines, increased time-to-market, and accelerated troubleshooting activities.
- Developed the "Demand Management" system to manage all requests, requirements, resource management, project management and procurement.
- Delivered self-service Technology platform designed to improve productivity and reduced costs (reducing internal costs by more than 2%)

WELLPOINT HEALTHCARE NETWORKS, INC. - Thousand Oaks, CA

2001 to 2005

Director Information Technology

Director Infrastructure

Director Telecommunications

Director Outsourced Services

Joined nation's largest healthcare company with \$45 billion in revenue, to head infrastructure services encompassing insourced and outsourced labor, projects and systems. The responsibilities included oversight of servers, mainframes, storage, desktops, data and voice infrastructure, PBXs, engineering capacity planning, and e-mail systems. Key functions include management of \$100 million outsourced relationship, 5 datacenters, 100 employee facilities nation wide, project management, managing business relationships between IT infrastructure and cross functional business units, overseeing entry process for the infrastructure, supporting 40,000 end-users, leading mainframes, open systems, storage, disaster and business continuity planning, and IT integrity and security. Manage 11 direct reports consisting of Engineering Managers, Project Managers, and Infrastructure Relationship Coordinators; charged with organizational responsibility for 400 employees; control \$160 million budget with dotted line accountability for an additional \$100 million budget.

- Successfully negotiated multi year Telecommunications contracts with MCI and Verizon for Data and Voice services.
- Developed and drove the consolidation of all IT Infrastructure related services for Blue Cross of California, Blue Cross/Blue Shield Missouri, Blue Cross/Blue Shield Georgia, Blue Cross/Blue Shield Wisconsin, UNICARE, and HealthLink associated health insurance plan companies.
- Saved \$2.5+ million annually by migrating corporation to single desktop PC and server platform; additionally increased productivity and lowered system and user downtime.
- Delivered \$1 million in annual savings by architecting and configuring thin client environment; moreover, reduced implementation costs \$2 million for single project and simplified administrative functions.
- Created vision for all telecommunications call centers to provide technological flexibility required to support aggressive mergers and acquisition activities executed by Chairman.
- Directed the efforts of external contractors to design, develop, build and implement active directory system earmarked to consolidate 40 domains and directory systems into single system and single directory with shared resources. System now acts as authoritative directory for 5,000 applications, 40,000 associates, and 45 million customer logons. *Won Chairman's Award* for project success (May, 2004).
- Championed development, design, and implementation efforts to consolidate file and application server infrastructure. Project involved transferring data storage to different media and creating enterprise wide storage system supplying data to all users.
- Developed ROI through introduction and deployment of wireless solutions to support business partner requirements and increase productivity.
- Implemented a Support organization to educate and assist physicians utilizing wireless technology to write prescriptions; company has provided physicians with \$40 million worth of hardware.
- Responsible for the implementation of \$42 million customer service telephony standardization project focusing on the consolidation of Blue Cross/Blue Shield Georgia, Blue Cross/Blue Shield Wisconsin, UNICARE to a single Interactive Voice Response systems, speech recognition, text to speech, and the development of a common front end interface for customer service agents to support the Healthcare business.

S2 NETWORKING, INC. – OXNARD CA

1997 to 2001

President Chief Information Officer

Led start-up consulting firm offering systems integrations, project management, and consulting services to clients including WellPoint, Kinko's, New Horizon's, Mechanical Building Engineering, Internet Studios and Reporter TV. Executive activities included P&L management, finance, revenue generation, sales, marketing, account development, technology integration, staff leadership, and more.

- Designed and built \$600,000 Network Operations Center for WellPoint as well as key components for technology infrastructure; led 12-person IT team.
- Developed system support and implementation strategy for Internet based startups.
- Managed projects spanning multiple countries for Internet studios and was responsible for the development of applications to support new products being developed in India, and Russia.
- Negotiated and managed outsourced hosting Reporter TV was hosted by a Teir1 ISP with multi-vendor relationships for broadcast, Advertising, development
- Directed over \$5 million Y2K project for WellPoint. Directed 5 managers and 35 contract professionals, project managed Y2K issues for desktops, servers, LAN/WAN, and telephone system, and designed, purchased, and installed new servers, routers, and PBX Y2K compliant equipment. Completed project 1 month ahead of schedule.
- Created automatic deployment of Y2K software installed across 1000+ servers and 40,000+ PCs at multiple clients.
- Implemented and introduced an Executive Information System designed to gather data using an automated method, creating a web presentation of dynamic information allowing for greater access and tracking of key business and financial indicators for senior management.
- Developed ecommerce solutions for many companies successfully negotiating hosting services and offshore development agreements.
- Upgraded WellPoint's e-mail system and integrated into 12,000 node, 320 server, and Novell/NT-based server farm. Traveled nationwide to resolve e-mail system issues.

NEW HORIZONS, INC. – THOUSAND OAKS

1998 to 2001

Director Training

Challenged with training and designing curriculum subsequently integrated into MSCE track. Provided technical instruction for MSCE and CNE certification program encompassing Networking Essentials, NT Server Administration, NT Server Core Technologies, TCP/IP, and NT Server in the Enterprise.

- Generated increased revenue of no less than \$150K annually by leading IT certification classes and curriculum never previously offered.

CHRISTOPHER CONSTRUCTION, INC. – TARZANA CA

1991 to 1998

Vice President Management Information systems

Director Systems

Oversight provided for all aspects of MIS, supported 3,000 workstations and 100 Intel servers, and managed 10 Help Desk, PC Support, Engineering, Voice and Data professionals. Managed \$2 million budget.

- Lowered support costs, reduced end-user issues, facilitated remote maintenance capabilities, and improved repair response time by standardizing hardware and software across all PCs.
- Increased business 5% by creating Internet presence and tapping into thriving e-commerce industry.
- Managed projects exceeding \$500,000 and negotiated cost effective contracts with vendors and contractors.
- Led over 25 modernizations, voice integration, billing, and technology leveraging projects; 100% of projects were delivered on time and under budget.
- Initiated training programs with monetary incentives to strengthen knowledge of technical staff.

AMERICAN PRODUCTS, INC. – MOORPARK CA

1988 to 1991

Director of Distribution

Responsible for leading the distribution arm of manufacturing; key activities included managing Just-In-time order and inventory processing system for \$30 million company, budget negotiations, order depletion, operational efficiencies, and directing staff of 15 to 20.

- Leveraged technology to improve equipment purchasing processes nearly doubling accuracy rate of orders from 50% to 90%; increased fill rate from 75% to 95%; cut shipping and freight costs over \$1 million.
- Vendor expense reduced by \$1 million through renegotiation and increased vendor management to realize distribution savings of 33%.

EDUCATION

American Intercontinental University
Bachelor's Degree in Business Administration

American Intercontinental University
Masters in Business Administration (MBA)

PROFESSIONAL TRAINING & CERTIFICATION

Leadership Development
Center for Leadership Development – Ventura CA

Microsoft Certified Systems Engineer
Microsoft - Redmond WA

Microsoft Certified Trainer
Microsoft - Redmond WA

Certified Netware Engineer
Novell – Provo UT

ADDITIONAL PROFESSIONAL INFORMATION & CONTACT

Websites
www.linkedin.com/in/seanbarker
www.seanbarker.com

Published works
Computer World -[How to make Outsourcing work](#)