STEVEN D. BIRMINGHAM

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SENIOR I.T. LEADER FOR HIGHER ED

Performance-focused C-level executive with a record of delivering results	**SIGNATURE SKILLS**
Digital native who can translate technical concepts into non-technical language to gain trust and build consensus among stakeholders	Process Innovation and Documentation Managing During Growth Talent Acquisition and Development Insourcing and Outsourcing Integrative Negotiation
Accomplished author and public speaker comfortable in the boardroom and the classroom	Formal Project Management Strategic Planning Complex problem-solving
Champion of leveraging technology to enhance learning outcomes	

Chief Information Officer   Ellucian Technology Management, Fairfax, VA 2014-pres.
(On campus at several colleges and universities)

Challenge #1:   Risk of client not renewing contract due to low executive satisfaction rating of 7/10

Response: Implemented key customer program. Significantly improved system security and reliability. Strengthened internal and external team communications.

Results: Achieved 9/10 exec. sat. rating. Client signed 5-year renewal with upgrades.

Challenge #2:   Low team morale and work quality

Response: Articulated vision for team. Replaced underperforming staff and promoted strongest team member. Implemented new project methodology and incident and request procedures.

Results: Team of 20 garnered 3 company awards, 4 client awards, and 2 client award nominations. Maintained 93% incident and request satisfaction rating.

I.T. Director (CIO)   Central Penn College, Summerdale, PA 2009-2013

Challenge #1:   I.T. needs of organization had outgrown capabilities of I.T. team.

Response: Made significant personnel and strategy changes. Increased training. Replaced ineffective vendors. Formed Skunkworks to improve online classes. Rewrote I.T. policy, procedures.

Results: Team began receiving awards and award nominations.

Challenge #2:   Weak or non-existent relationships between I.T. Dept. and key stakeholders

Response: Wrote new dept. mission with input from stakeholders. Created key stakeholder program. Formed I.T. steering cmte. Launched ed. tech blog for faculty.

Results: Team began receiving praise from stakeholders. Promoted to cabinet. Attended Board of Directors retreat.

I.T. Director (CIO)   Commerce Bank, Harrisburg, PA 1997-2008

Challenge: Growing company lacked in-house I.T. talent and processes to enable growth and address challenges of Y2K, regulatory scrutiny, and industry changes.

Response: Moved key functions in-house from vendors. Implemented strong vendor management policy. Enhanced data security, request processing, projects, and tech support. Expanded team while maintaining positive operational efficiency.

Results: Team won more awards per capita than any other department. Company grew from 7 locations to 35 locations and $200 million in assets to $2 billion.

EDUCATION
M.S.E., Management of Technology, University of Pennsylvania (Wharton/Engineering)
B.A., Economics, University of Pennsylvania
Leadership Harrisburg Area and Hawkins Leadership Roundtable at Educause

OTHER
Dozens of publications and presentations. Author of forthcoming book on email communication
Frequent seminar speaker and adjunct professor in negotiations, communications, project management
Member, officer, and founder of numerous organizations
Over 100 hours of community service each year for over 20 years