

Elmer Fuller

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VP/Director Level IT Professional

Results-driven IT leader accomplished at implementing systems and improving processes to increase productivity and save money. Highly skilled at thinking critically, solving business problems, coaching teams and delivering results in a global company. Collaborative leader who works with business partners to align strategy and drive change with disciplined project and change management skills resulting in improved IT service and reduced cost. Managed globally-dispersed staff of 50+ and budget \$13MM+.

Certifications/Exams

Certified Information Systems Security Professional - CISSP®

ITIL 2011® Foundations

Microsoft Networking Fundamentals

Microsoft Security Fundamentals

Windows Server Administration Fundamentals

Certified Internet Webmaster Professional

APICS Basics of Supply Chain Management Exam

Professional Experience

LAIRD TECHNOLOGIES, Saint Louis, MO

2008-2019

Director of IT Operations, (2016 to 2019)

Responsible for operations of IT department. Included service desk, desktop support, infrastructure operations and monitoring, project management office (PMO), IT budget and finance processes. Staff of 50+.

- Delivered project to separate Laird IT into five companies on-time and under budget (\$7MM non-labor) resulting in total recurring IT costs 1% below budget by leading the IT program management office.
- Created IT Operations group by assessing activities against ITIL best practices, creating a tier 2 engineering team and collaborating with IT leaders to define IT processes and SLAs, reducing incident workload of tier 3 teams.
- Reduced average incident resolution time by 60% and increased compliance of endpoints to security/management standards to 98% by leading managers in establishing KPIs and related management practices.
- Improved IT budget compliance by implementing travel approval and position management processes.

Vice President of Business Systems, (2014 to 2016)

Responsible for enterprise software applications. Included ERP (QAD), CRM (Salesforce), PLM (Aras Innovator), enterprise data warehouse (EDW), intranet, and custom .NET applications. Also, responsible for PMO and IT representative on cross-functional leadership teams for supply chain/operations. Staff of 50+.

- Delivered an average of 30 concurrent projects by creating a project management office.
- Improved business cases of 100+ project requests per year by creating a demand management process with estimation and ROI templates.
- Executed APAC and EMEA consolidation of sites on time and within budget during firm-wide project, serving as the IT leader on the cross-functional, regional leadership team.
- Reduced corporate IT operating costs by over 4% during company restructuring effort by leading the collaborative effort within IT.

Director of Business Systems, (2012 to 2014)

Responsible for non-ERP enterprise software applications. Included CRM, PLM, EDW, intranet and custom .NET applications. Also served on firm's cross-functional leadership team. Staff of 30+.

- Improved reporting of sales forecast, opportunity, and account management as the IT sponsor implementing Salesforce.com Sales Cloud.
- Improved engineering change orders, CAD integration, and document management by implementing Aras Innovator product lifecycle management system.

Manager of Business Solutions, (2010 to 2012)

Responsible for EDW, custom .NET applications, and SharePoint. Staff of 10.

- Improved reporting to senior management and savings of \$2MM in direct materials costs through creation of data warehouse.
- Expanded IT capabilities to deliver EDW and .NET applications by starting IT center in Bangalore, India.

Senior HRIS Consultant, (2008 to 2010)

Responsible for implementing HR systems. Included compensation administration system, HR ETL application, online organization chart, custom .NET applications, and SharePoint.

- Saved \$108K through data flow automation by partnering with vendor on creation of an SSIS application to receive and ship HR data.
- Improved access to internal company documents and information by designing and implementing new intranet using SharePoint 2010.

A.G. EDWARDS / WACHOVIA Saint Louis, MO

2001-2008

Senior Business Analyst (2006 to 2008)

Online Training Developer II (2003 to 2006)

Online Training Developer I (2001 to 2003)

Education

Master's Degree, Cincinnati Christian University, Cincinnati, OH

Bachelor's Degree, Central Christian College Of The Bible, Moberly, MO