

BRIAN D. MEDEIROS

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EXECUTIVE OVERVIEW

- An accomplished 30-year career of progressive responsibilities managing data center operations and web infrastructures with a focus on secure 24x7 environments. Includes implementing and managing several data centers for financial organizations as well as an award-winning online video game. Responsible for the uptime of several SaaS products for customers. Experience with multi-site operations, both domestic and international.
 - Analysis and strategic planning abilities, with success in identifying and directing technology initiatives, selecting applications and systems, and supporting core business strategies. Works closely with other members of the executive team to align long and short-term technology plans with business goals including system implementation, staff augmentation, cost saving measures, and system retirement cycles.
 - Astute awareness of IT industry standards, regulatory requirements and evolutions in web technologies, ensuring continual improvements to service. Follows industry standard practices implementing change, incident, and problem management processes and procedures (ITIL) and enterprise architecture (TOGAF). Complies with standards for PCI, HIPAA, HITRUST, FFIEC, ISO 27001, SAE16 and EU Data Protection. **Certified Information Systems Security Professional (CISSP)**.
 - Hands-on experience with multiple operating systems, cloud platforms (SaaS, IaaS, PaaS), web servers, databases and application servers.
 - Diligent in managing organizational budgets and schedules as well as implementing policies and procedures, while cultivating strong relationships with vendors, partners, and key clients. Has managed annual budgets as high as \$15 million but am also comfortable with using Open-Source systems to allow for much smaller budgets.
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PROFESSIONAL EXPERIENCE

SVP, Chief Information Officer

Direct Federal Credit Union, Needham, MA

2016 - 2023

DFCU is a mid-sized credit union with a single branch, focusing on digital tools to service our members.

Responsible for the daily operations and future strategy of all technology used at the credit union. Lead a cross-departmental continuous improvement team.

Key Achievements:

- Developed/Implemented 5-year strategic plan which included replacement of the banking CORE and Digital Banking platforms along with the creation of a development team in order to accelerate innovation.
- Developed/Implemented cybersecurity policies which include monitoring of systems and training of all staff of prevention methods.
- Implemented several member facing services including GLIA chat support, Instant Issue of credit/debit cards, and Zelle p2p payments.
- Implemented VDI (VMware) for fully remote workforce
- Established PMO by hiring organizations first Project Manager and establishing procedures and documentation for every project.
- Developed initial data analysis/business intelligence program by collecting data from multiple systems into a central database and created dashboards for key stakeholders.
- Leads "Team LEAN" and increased employee sentiment of a continuous improvement culture from 63% to 91%.

Chief Information Officer

New England Center for Children, Southborough, MA

2013 - 2016

NECC is a private non-profit school for children and young adults with autism. The main facility serves

both day and residential programs at the campus consisting of more than two dozen buildings. The Center also runs a school in Abu Dhabi for Abu Dhabi Education Council and consults to school systems throughout the US and the world. They have also developed an application for assessing student capabilities and recommending appropriate curriculum for meeting their goals. This application, The ACE, is used worldwide.

Responsible for the daily operations and future strategy of all technology used at the school and the design, architecture and operations of the SaaS application.

Key Achievements:

- Oversaw complete re-write of The ACE application, from an in-house to SaaS based application enabling licensing to other school systems.
- Developed a new Training Management System for tracking staff's required state training and continuing education needed to maintain their certifications.
- Worked with architects and vendors to plan the technology needs for a new 30,000 square foot Autism Institute.
- Implemented new security measures including Bring Your Own Device (BYOD) strategies and mobile device management.

Senior Director, Data Center Operations

RAMP, Woburn, MA

2009-2013

RAMP is the definitive Content Optimization (Speech-to-text) platform solution for major publishers, media companies, and broadcasters.

Responsible for the web infrastructure and daily operations of a SaaS-based universal search solution for large media websites.

Key Achievements:

- Re-engineered network and database architecture for stability and growth.
- Developed and implemented a plan for the combining of non-redundant data centers for improved performance and cost savings.
- Worked with customers to ensure secure connectivity allowing RAMP to retrieve files for processing and integration of our product into their websites.
- Administered company platform consisting of open source and internal applications supporting over 200 million hits/month.

Senior Director, Technical Operations

Turbine, Inc., Westwood, MA

2007-2009

Turbine, Inc is a premier global interactive media company and was the largest privately held online gaming studio in North America before being acquired by Warner Brothers Games. Skills: SAN management, team leadership, VMware, Security, Networking

Directed the technology operation functions of an award-winning online gaming organization. Includes all functions of the internal IT team as well as the global data network used by our customers. Supported over 850 Windows and Linux servers in a multi-data center environment and managed a team of 33 technical staff through 3 managers.

Key Achievements:

- Reduced unscheduled downtimes by over 70%.
- Increased staff accountability and customer satisfaction by instituting continuous improvement methodologies based on metrics management, customer KPI reporting, and adoption of ITIL frameworks.
- Reduced single points of failure by developing a cross-functional knowledge base within the teams.
- Successfully developed and managed a \$15 million annual budget.

- Consolidated multiple data centers to realize savings of \$1Million per year.
- Architected, deployed, and supported high availability applications and underlying infrastructure, including SQL Server, MySQL, Oracle, VoIP, LAN/WAN and SAN.
- Instituted and was responsible for all change management in corporate data centers.
- Communicated with Executive Management in establishing Technology goals and objectives.

V.P., Technology

Square 1 Bank, Durham, NC

2005-2006

Square 1 is a de novo bank catering to clients in the first round of venture funding. They are headquartered in Durham, NC with 6 other offices across the country. Skills: CORE banking, multi-location, Citrix, networking

Engineered the network and systems for startup specialty bank with six national offices. Responsible for setting corporate strategy and organizational structures as a member of the Executive Management team.

Key Achievements:

- Implemented bi-coastal data centers with business systems including CRM, risk analysis, corporate communications, Oracle-based data warehouse, web banking, and remote deposit capture system.
- Implemented and managed S.W.I.F.T. for the company's foreign exchange desk.
- Developed information security policies and procedures to support enterprise security risk management program.
- Designed the secure architecture for the NC State Banking Regulators and FDIC for the pre-opening audits. Continued to represent the company in regard to IT for all examiner visits.
- Established the company's disaster recovery plan, which allows for full uptime even if national headquarters is unavailable.
- Responsible for the Bank's Windows/Linux server environment and all Enterprise Applications.
- Worked with other department managers to develop short- and long-term IT objectives.

Director, Information Systems

Oechsle International Advisors, LLC, Boston, MA

1998-2005

Oechsle International is a privately held, international investment firm headquartered in Boston. Skills: Portfolio Management Systems, Trading Platforms, S.W.I.F.T., Bloomberg

Spearheaded establishment of firm's first comprehensive network and systems trading infrastructure for 4 international offices, collaborating with users at all technical and business levels to identify requirements, define needs, and design custom technology solutions.

Key Achievements:

- Provided full lifecycle project management throughout new installations, including trading system, CRM system, middleware, and S.W.I.F.T., ensuring seamless implementation and configuration.
- Achieved cost savings of \$300,000 per year by significantly reducing trading errors through new systems infrastructure
- Managed a team of in-house and off-shore consultants to customize trading and portfolio management applications and develop the straight-through processing workflow from trade creation to settlement.

- Identified and implemented necessary system changes to receive SAS 70 certification.

Senior Systems/Business Analyst

Fleet Bank., Providence, RI

1996-1998

At the time, Fleet was the 11th largest Banking institution in the United States. They had customers throughout New England and upstate New York.

Technical Lead

Corporate Software /STREAM., Canton, MA

1993-1996

Stream provided outsourced support for Microsoft and also in-house support for tens of millions of customers worldwide, with a focus on blue-chip companies.

EDUCATION AND CREDENTIALS

University of Phoenix – B.S. in Information Technology

Community College of RI – A.A.S. in Electronics

(ISC)²: Certified Information Systems Security Professional (CISSP), 2007. Expires 2025