

# RICHARD ACKER

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## RESULTS-DRIVEN IT MANAGER | STRATEGIC LEADER | TEAM DEVELOPMENT EXPERT

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Accomplished Senior IT Manager with experience leading cross-functional teams to design, implement, and optimize customer-centric technology solutions. Proven track record in mentoring high-performance teams, fostering collaboration, and empowering individuals to achieve peak performance. Expert in developing and executing strategic initiatives that streamline operations, drive productivity, and deliver measurable business outcomes. Strong analytical and problem-solving skills enable me to address complex challenges and spearhead continuous improvement initiatives. A skilled communicator and influencer, committed to operational excellence and driving positive change across all organizational levels.

## CORE COMPETENCIES AND TECHNICAL EXPERTISE

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### LEADERSHIP & STRATEGIC MANAGEMENT:

- Strategic Thinking & Visionary Leadership
- Team Leadership & Coaching
- Resource Allocation & Optimization
- C-Suite Communication & Executive Reporting
- QBR Presentations & Stakeholder Engagement
- Service Delivery Management & Client Success
- Collaboration & Cross-functional Teamwork

### PROJECT MANAGEMENT & SERVICE DELIVERY:

- Project Management & Methodology (Agile, Waterfall)
- Managed & Professional Services Leadership
- ISO 27002:2022 Compliance & Best Practices
- Infrastructure & Data Center Design & Optimization

### TECHNOLOGY SOLUTIONS & SYSTEMS MANAGEMENT:

- Technology Solutions Design & Implementation
- VMWare, Linux, and Storage Solutions
- Networking & Security Architecture
- Atlassian JIRA & Confluence for Project Tracking
- SharePoint & PagerDuty for Collaboration & Incident Management

### **Head of Customer Delivery**

#### ***Celebrus, North Carolina***

*01/2023 – 12/2024*

- Led the On-Premises restricted cloud engagement for a major financial institution, focusing on large-scale data analytics.
- Managed multi-million-dollar departmental and project budgets, ensuring fiscal responsibility and timely delivery of complex projects.
- Applied ITIL Fundamentals & Methodologies to streamline:
  - Incident, change, and problem management processes, enhancing operational efficiency.
  - Negotiated new Service Level Agreements (SLAs) and Key Performance Indicators (KPIs), ensuring alignment with business goals.
  - Spearheaded the migration of Security and Compliance Management to Vanta, improving security posture.
  - Developed and implemented asset management procedures, covering purchases, renewals, and vendor support & maintenance.
  - Led the implementation of Atlassian JIRA & Confluence, SharePoint to improve Configuration and Knowledge Management.
- Established and managed a Quarterly Business Review (QBR) process, presenting insights to C-suite executives and key stakeholders.
- Collaborated with internal and external stakeholders to expand engagement, ensuring service level adherence while meeting business requirements.
- Built and managed Service Delivery & Professional Services teams across the United States, India, and the United Kingdom, improving financial and service delivery metrics.
- Fostered a high-performance team culture through standardized processes, including creating job descriptions, conducting interviews, and developing hiring protocols.
- Instituted a “Follow the Sun” work model, ensuring continuous support coverage across multiple time zones.
- Oversaw vendor relationships and optimized purchasing, invoicing, and payment cycles to improve operational efficiency.

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### **US Service Manager**

#### ***Celebrus, North Carolina***

*01/2018 – 01/2023*

- Established the US Headquarters in Cary, NC, securing office space and necessary equipment.
- Led the ISO27001 certification process for the US office, ensuring compliance with global security standards.
- Successfully managed the ISO27001:2022 audit, ensuring updated procedures for adherence to compliance requirements.
- Directed the US team buildout, including recruiting project managers, service delivery managers (SDMs), and technical resources.
- Acted as a key technical liaison, facilitating communication between external customers and internal teams.
- Provided technical reviews for contracts and amendments, ensuring alignment with customer needs.
- Developed policies and procedures to ensure smooth onboarding for new employees and integration with existing customer operations.
- Built a matrix resource team for high-profile customers, ensuring successful software implementations and ongoing service management.

- Oversaw the purchasing process for the US Headquarters, negotiating contracts and managing inventory.
- Led the US Helpdesk team in supporting hardware, software installations, and connectivity troubleshooting.
- Established and maintained Asset Management procedures for managing US-based equipment.

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### **Senior Implementation Project Manager**

***SAS Software, North Carolina***

*08/2012 – 01/2018*

- Led the On-Premises restricted cloud engagement for a major financial institution, focusing on large-scale data analytics projects.
- Partnered with compliance and regulatory teams to ensure full adherence to internal and external regulations, upholding the highest security and compliance standards.
- Collaborated with customers, internal teams, and subcontractors to create comprehensive build-out and cut-over plans for a new SAS Grid Analytics engagement.
- Developed and implemented a RACI matrix to clearly define roles and responsibilities across all stakeholders.
- Managed vendor and subcontractor relationships, including overseeing budgets and financials to ensure project profitability and timely delivery.
- Established and led executive review sessions, fostering transparent communication and data-driven decision-making on performance metrics.
- Directed the implementation of SAS software environments for multiple clients, ensuring alignment with customer requirements and timelines.
- Conducted monthly financial and client success reviews for SAS management and customer stakeholders, driving continuous improvement.
- Managed the build-out of a new SAS International Data Center at an HP co-location facility in the United Kingdom, overseeing project plans, hardware procurement, and operational readiness.
- Collaborated with internal and external resources to size, architect, and design the co-location facility to meet the scalability and performance needs of the project.

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### **Senior Principal Consultant**

***Oracle, North Carolina***

*09/2008 – 07/2012*

- Served as the product owner for the Oracle General Agency and Oracle Insurance Data Exchange, overseeing product strategy and development.
- Managed the product budget and ensured financial health, optimizing costs and resource allocation.
- Collaborated with the product development team to enhance product features, addressing customer needs and driving product improvements.
- Worked closely with executives, case managers, and technical resources to ensure the successful deployment of Oracle software solutions, aligning with both business objectives and technical requirements.
- Delivered training and knowledge transfer sessions, enabling clients to fully leverage their Oracle systems and maximize value from their solutions.

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## **Director of Business Solutions**

### **Ash Brokerage, Indiana**

*07/2005 – 04/2008*

- Led the successful implementation of financial software, completing the project 2 months ahead of schedule and under budget.
- Managed the relocation of office and IT infrastructure for 130 employees within a 48-hour window, ensuring minimal business disruption.
- Directed the integration of an acquired Brokerage Agency, aligning business workflows, websites, reporting systems, and General Agency software with existing operations.
- Oversaw the development and integration of multiple software applications, streamlining business processes and improving operational efficiency.
- Managed contracts, vendor relationships, and purchasing for IT vendor activities, ensuring cost-effectiveness and quality service delivery.

## **EDUCATION**

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Bachelor of Science in Computer Information Systems

*Ferris State University – Michigan*

## **PROFESSIONAL DEVELOPMENT**

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- Project Management Institute
- AWS Cloud Computing
- AWS FinOps Cloud Cost Management
- Service Management with ITIL 4