DANIEL A. MILES

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CIO | VP of IT | Account Delivery Lead

Combining 20+ years of progressive expertise, strong technical background, industry best practices, and emerging technologies to save time, money, and effort while fully protecting company assets.

This accomplished executive possesses a dynamic and results-oriented track record in leading, innovating, and advancing an organization's information technology program. The approach revolves around seamless integration of cutting-edge technology with streamlined processes and data, all while maintaining rigorous alignment with regulatory compliance, robust mitigation of third-party risks, and steadfast adherence to industry-leading best practices.

The expertise extends to the development and oversight of strategies aimed at safeguarding data, systems, and technology. This encompasses the creation and vigilant management of policies and initiatives to effectively counterbalance compliance, operational, strategic, financial, and reputational security risks.

A distinguishing trait is the ability to convey intricate information in a clear and accessible manner, resonating effectively with diverse target audiences. Additionally, there is a consistent track record of team leadership and development. Serving as a catalyst for talent, this executive fosters an inclusive culture and mindfully nurtures the professional growth of individuals.

Strategic Leader	Trusted Advisor	Technology Visionary
Transforms technology environments by delivering cutting-edge solutions, consolidating redundancies, and reinventing operational support. Instrumental in steering small to large-scale IT integrations for fortune 500 companies, while executing organizational change management.	Develops relationships with business and tech executives to collaborate on defining strategic directions. Raise awareness for innovative technologies and opportunities to lower costs, deliver critical high-profile initiatives.	Articulates technology vision and business enhancements leading to lower headcount, licensing, maintenance, and vendor costs with improved quality, delivery times, customer satisfaction, and revenue enablement.

Professional Experience

Quill Service LLC,   Austin, TX | 2023 – Present

Managing Partner (CIO)

Proficiently strategized and executed mission-critical application development, ensuring regulatory compliance. Introduced agile methodologies for a 20% increase in project delivery speed, orchestrated the seamless migration to modern cloud platforms, and established robust security measures, reducing cybersecurity risks by 15%. Collaborated with key departments to develop data-driven applications, streamlining processes and enhancing customer satisfaction by 32%.

- Drove successful outcomes by meticulously evaluating and renegotiating contracts, service level agreements (SLAs), and change requests, safeguarding the companies interests along with cultivating resilient client partnerships.
- Achieved 30% profitability by repeatedly achieving project delivery on time within budget plus or minus 5%, skillfully managing resource time allocations, and strategically optimizing operational expenditures.
- Implemented Agile methodologies to enhance software development speed to release and product quality by 22% along with administered DevOps for Salesforce CRM solutions to support customers initiatives.
- Demonstrated effective leadership by orchestrating the complete solution design and delivery process, guaranteeing the alignment of solutions with client expectations and contractual commitments.

Fortive   Everett, WA | 2018 – 2023

Promoted to Senior Director

Steered a high-performance team of 11 direct reports and over 320 employees across 130 countries; enabled all users to receive touch support within contractual SLAs. Spearhead all aspects of IT projects by developing a PMO.

- Accountable for multiple M&A initiatives into the Fortive corporate portfolio of operating companies while digitally transforming them into the standard operating model to decrease IT cost and increase operational efficiencies achieving between 30% to 70% reductions. These integrations included modernizing the edge network and facilitating the migration of the core network to AWS Cloud WAN. The consolidation of applications and data migrations for customer relationship management systems to Salesforce integrated with Five9 VOIP customer contact centers.
- Invoked scalability, stability, and reliability by executing IT shared services across 19 different operating companies within 6

months; saving $50M over five years; delivered solutions as ITIL v4 across the infrastructure landscape for ServiceDesk, end-user services, network engineering, security operations center, identity and access management, collaboration, platform and hosting, telephony, ServiceNow, and cross-functional services.

- Achieved multiple data center closures with migrating applications to SaaS and Infrastructure to cloud achieving annual Opex savings of 4M a year through multiple application and infrastructure transformations.
- Headed a team of 10 Principal Architects and deployed the first of kind Architectural Review Board to attain set outcomes for digital transformation initiatives saving software development time by 12% globally.

Promoted to Director at Fortive

Spearheaded the program management of a $800 million ASP merger and acquisition between Fortive and Johnsons & Johnson, leading intricate technology integrations from the ground-up development of SAP S/4HANNA ERP system on AWS under 12 months, revolutionizing operations across the Fortive corporate portfolio.

- Provided comprehensive support for all FDA and GxP validation environments, spanning both infrastructure and software domains. Pioneered the implementation of 32 automated IT processes, starting from scratch to establish a self-sufficient entity within Advanced Sterilization Products. This entity successfully managed day-to-day software development, infrastructure support, and cybersecurity verticals.
- Successfully led the implementation of Salesforce CRM, resulting in streamlined lead management, improved customer engagement, and enhanced data-driven decision-making. This project led to a 20% increase in sales conversions and a 15% reduction in response time to customer inquiries.
- Established the first VOIP call center in the history of Fortive using Five9 on ATT SIP trunks in 4 geographical regions of Europe, China, North America and South America.

Landauer Inc. (acquired by Fortive) Glenwood, IL | 2015 – 2018

Global Infrastructure Leader

Supervised a versatile and dynamic global team tasked with overseeing activities related to cybersecurity, policy management, SOX compliance, and infrastructure services across the US, United Kingdom, Australia, France, and Brazil, encapsulated service areas for end-user services, SAN storage, server, database networking, telephony, data center, and all other facets of IT infrastructure services.

- Architected and implemented a robust Cybersecurity Program grounded in NIST 800-53 principles, driving a comprehensive overhaul of the infrastructure by transitioning from on-premises systems to cloud-based solutions.
- Conceptualized, designed, implemented, and fostered Healthcare Clinic Dose Optimization Service architecture, policies, and procedures to provide 2000+ customers with assurances to meet HIPPA and SOX regulatory requirements.
- Led organizational efforts; executed ITIL Best practices across IT and developed global incident, problem-solving, and change management tools to achieve operational excellence by 65% and increased customer satisfaction by 50%.
- Leveraged expertise to prepare strategic 3-year road maps and operational plans for storage, server, database, email, and network technologies.

IBM Global Services Merrillville, IN | 2000 – 2015

Promoted to Delivery Project Executive

Directed key tasks associated with the delivery of help desk, mainframe, cybersecurity, technology operations, midrange, network, and other mission-critical areas to attain collective targets. Oversaw a world-class global team across multiple geographical locations such as the US, Canada, India, Brazil, and Argentina, in a matrix environment, while managing 500+ resources and liaising with Fortune 250 clients to ensure the continuation and enhancement of services. Fulfilled service level agreement requirements via the implementation of effective plans.

- Spearheaded M&A initiatives by establishing and executing a standardized process for technology integrations, combining the strengths of both companies' practices. Successfully leveraged cloud-first strategies to facilitate seamless migrations.
- Attained various "Big Rocks" and "MVP" awards due to exemplary performance across all functional areas.
- Created strategic roadmap and operational plans to promote an energetic culture of commitment to excellence and ownership of quality to attain technical goals.
- Initiated process improvement and cost-saving practices; minimized operating expenses by $1M+; defined critical success criteria to measure the effectiveness of solutions and enhance alignment with business goals.

ADDITIONAL EXPERIENCE

Senior Service Delivery Manager | *Service Delivery Manager, IBM Global Services, Merrillville, IN*
Server Team Lead, *NiSource, Inc., Merrillville, IN*

EDUCATION

Bachelor of Science in Computer Science, *Trinity College & University, Metairie, LA*