

WILLIAM SCHADE

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IT, DIGITAL TRANSFORMATION LEADER

Productive Leadership • Subject-Matter Expert • Bottom-Line Aware Technologist

Provide 80% of what you want and 120% of what you need!

An Active, Visionary IT Leader with a Manifold Record of Success optimizing business performance through the design and application of creative technology advancements that serve to increase competitive advantage and strengthen profitability. A conscientious problem solver dedicated to pragmatic goals, clear, concise direction, a tight rein on costs, and striving to exceed expectations. Adept at reinvigorating under-performing systems and eliciting exceptional contributions from colleagues by establishing work environments committed to quality results. Able to imbue team members with an energizing sense of value. Effective at identifying the need for and propelling the realization of change.

CORE COMPETENCIES

Time & Cost-Sensitive Implementation | Solutions Innovation | Performance Improvement
Customer / User / Stakeholder Relationships | Technology Strategy | Risk Mitigation
Digital Transformation / Virtualization | Crisis Management | Integrating Technology
Perfecting the Customer Experience | Situation Analysis | Migration Optimization

PROFESSIONAL EXPERIENCE

LIAM Services Inc | Audubon, NJ

2019 – present

IT consulting firm

Chief Information Officer

Work with a variety of industry clients to assess organizational needs and develop custom digital solutions that lead to business growth and operational efficiency. In addition to providing contracted senior IT leadership and project management services, I actively seek new business, lead teams, and consult on business transformation strategy.

- **Application modernization of VB.net 3-tier app to containerized environment for a Food Packaging Company.**
- **Integration of eSignature solution for a human services Tele-therapy organization.**
- **Develop Cybersecurity Maturity Model Certification consulting service offering. CMMC**
- **Develop Compliance as a Service consulting offering for: HIPPA, GDPR, NIST, CMMC and Cyber Insurance**

EP Henry Corporation | Woodbury, NJ

2014 – 2019

Manufactures and distributes concrete pavers and components for hardscape wall construction.

Director IT

Redesigned, rebuilt, maintained currency, and managed day-to-day activities of a cloud-based IT function.

- **80% lowering of online order management expense produced** by replacing an antiquated system with current but off-the-shelf technology that also allowed customer service to perform consultative selling tasks.
- **75% boost in customer satisfaction rating achieved** by automating the forwarding of contractor information to inquiring customers shrinking the previous response time 93%.
- **Mitigated millions in loss exposure** by convincing a reluctant management to invest in a threat assessment and remediation project resulting in the establishment of the company's first digital security strategy and action plan.
- **Restored a completely failed email service** within two hours with no message or history loss by shifting exchange services to the cloud and automating client reconfiguration.
- **Shorten installation of a new CRM system 57%** while maintaining the operational integrity of a parallel existing custom program by utilizing dynamic data migration and sync to the added software.
- **67% reduction in shipping failures attained** by replacing free form data entry with an integrated intranet webpage that standardized information flow from three locations generating consistently accurate label and barcode printing.

St. John of God Community Services | Westville, NJ 2009 – 2017

A 501(c)3 dedicated to improving the lives of individuals with disabilities through the creation of hospitable spaces.

Transformation Leader

Served as technology advisor. Oversaw digital transformation of IT functions and automation of administrative processes.

- **83% acceleration in the cash conversion cycle accomplished** by inaugurating an AI-driven process for managing billing and receipt-recording transactions.
- **60% savings compared to purchase of off-the-shelf technology delivered** by designing and installing a site-specific, custom overhead paging system.
- **Raised performance levels and lowered operational costs** across the organization by creating virtual replicas of multiple physical data centers without experiencing server down time.
- **27% increase in donations obtained** at the lowest marginal cost by reconfiguring an existing processing system to accept electronic payments while also tracking individual donor contributions.

Stout Brothers | Colmar, PA 2011 – 2015

International distributor of high-end drapery and upholstery fabrics plus related hardware and accessories.

Trusted Advisor

Led creation of the virtual replacement for a fire-damaged data center. Restored email service within two hours, uploaded a new website in four hours, and reactivated center functionality inside eight days of the incident.

PJM Interconnection | Audubon, PA 2012 – 2014

Regional transmission company that coordinates movement of wholesale electricity across the eastern and central US.

Technology Advisor

Counseled management on vendor choices for overhaul of content management programs and prepared POC strategies.

- **Socialized the use of a new content management system** by creating a POC version that illustrated the program's functionality for 50 distinct operating teams and conducted the following individual user training.

Danella Construction | Plymouth Meeting, PA 2001 – 2010

Designs and builds gas and electric facilities, repairs damaged infrastructure, and rents associated equipment.

Chief Information Officer

Defined IT strategies and solutions for all business units and guided implementation of chosen recommendations.

- **\$400,000 first-year savings affected** by utilizing linking technology to enhance the existing infrastructure rather than relying on rip-and-replace solutions.
- **92% curtailment of terminal operating expenses secured** by conducting a thorough assessment of existing procedures and framing a correcting virtualization strategy that eliminated cost-contributing factors.
- **70% minimization of data center ownership cost reached** by consolidating and migrating 34 servers into a private virtualized environment with merged storage, WAN replication, and best-of-breed software.

Convergent Solutions | King of Prussia, PA 1999 – 2003

IT consulting firm

Chief Information Officer

Spearheaded expansion of the company's application development and network infrastructure businesses.

- **100% increase in the value of a fixed-price contract negotiated** while simultaneously shifting the Objective C development team to creation of a Java-based product.
- **Essentially eliminated daily corruption operating errors** by executing an enterprise database solution.
- **Satisfied within six months of assignment a corporate mandate** to upgrade the development organization's structure, controls, and tools through implementation of rational unified process (RUP).
- **41% paring of printing delays and reruns gained** by providing to a publishing client struggling with inefficiencies a resilient job-packet management system.

- PREVIOUS EXPERIENCE -

Director of IT | Systems and Computer Technology Corporation | Malvern, PA
Corporate Information Group Manager - Business Systems | Day & Zimmerman, Inc | Philadelphia, PA

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Science
in Engineering Management
Drexel University

Bachelor of Science
in Commerce & Engineering
Drexel University

IBM Advanced Business Institute

