Edward Walsh

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Objective

Looking to utilize my Management skills and 20+ years of Technology experience to maximize growth and efficiencies at a progressive forward company.

Skills and Abilities

MANAGEMENT

· Manage Application Support Department that consists of multiple direct staff and staff from other departments such as application developers, production and quality assurance staff. Coordinate all data releases, point upgrades of existing SaaS applications and release of new SaaS applications.

· Work with product captains to manage development cycle, hosting and successful roll out of hosted SaaS applications and/or data based deliverables.

· Manage annual technology audit performed by E+Y to maintain companies MRC accreditation.

· Managed migration of all systems and applications from Equinox data center to Amazon AWS cloud.

· Manage technical help desk team for Computer Assisted Personal Interview (CAPI) of onsite interviewers across 48 states.

· Manage inventory, repair and device support of 200+ Samsung tablets for CAPI department.

SALES

· Work with companies' sales staff when technical mediation is needed during contract negotiations.

· Convey the company's deliverable assets and application behavior to technically experienced and non-experienced staff alike.

COMMUNICATION

· Created a risk and benefit analysis of using Cloud over traditional data center hosting. This report was delivered and presented to the COO, CTO and CEO.

· Created companywide Personal Identifiable Information (PII) policies and audited PII storage and handling.

· Created secure and simple method for client transfer of PII information for GfK-MRI.

  ▫ This method was evaluated by GfK's Chief Security Officer and eventually adopted nationally by other GfK companies.

· Department lead for E+Y audit of CAPI systems and PII hygiene.

LEADERSHIP

· Two-time recipient of the President's Award at GfK MRI for outstanding performance.

Experience

SENIOR DIRECTOR OF APPLICATIONS AND CLOUD SERVICES
GFK MRI (A DIVISION OF GFK SE)
MAY 2000 – PRESENT

· Report directly to COO and acting President.

· Manage client Application Support department located across three offices in Los Angeles, Chicago and New York.

· Manage IT vendors, review statement of work, contracts, and service level agreements. Work with corporate legal consul where needed.

· Manage company's IT procurement and liaison with GfK North American and GfK Germany counterparts.

· Work with in house and contract software developers to assess and architect hardware and hosting needs for company's various client SaaS applications.

· Lead of the migration of companies Equinox data center application and data assets to a redundant Amazon AWS environment.

   · Included companies:

      · $6MM revenue SaaS environment.

      · $2MM revenue Ad Sale Research products.

      · Developer's assets.

      · Back Office support tools for all products.

· Manage company's online assets located on Amazon AWS Cloud.

· Manage Citrix Xen App farm in an AWS Cloud that is used to deliver companies SaaS products to clients.

· Manage Risk and Data Security.

   ▫ Audit and wrote policies for protection of data at rest and in transfer between clients and GfK employees.

   ▫ Act as Lead for companies committee on Security which reviews and writes policies for CAPI projects, movement of PII files.

   ▫ Created a risk and benefit analysis of using Cloud over traditional data center hosting. This report was delivered and presented to the COO, CTO and CEO.

DATABASE DEVELOPER / ADMINISTRATOR
AHRC OF NYC (NON-PROFIT)
SEPTEMBER 1998 – MAY 2000

· Primary responsibilities include the design, development and implementation of multiple database systems on multiple server platforms (Windows NT, IBM R/S 6000, and Novel NetWare).

· Report development using multiple report writers including proprietary and commercial (Seagate Crystal Reports and Access 2000).

· All aspects of managing a database system.

· Preparation and migration of data from the organizations multiple Legacy databases into the primary database, databases included:

   ▫ Payroll

   ▫ Human Resource

   ▫ Client

- □ Marketing
- □ Accounting

· Learned organizations proprietary database, CMHC-MIS, which runs on the IBM R/S 6000, and its developing language to create a new centralized database which did replace the multiple databases used through the organization.

· Recommended and implemented the use of bar coding for tracking client medical records.

· Recommended and implemented software/hardware for finger print recognition to be used for secure workstation logons to the network and for use by upper management as a secure bio-metric digital signature for the organizations paperless office initiative.

SYSTEM SUPPORT
FAULKNER AND GRAY PUBLISHING, (A THOMSON FINANCIAL COMPANY)
SEPTEMBER 1995 - SEPTEMBER 1998

· Responsible for the daily maintenance of all company databases.

· Responsible to solve software related problems with commercial packages and in house written software.

· Design and development of Access 2.0 and Access 97 database applications for all departmental needs.

· Design of user-friendly Graphical User Interface front ends in Access 97 for Legacy Fox Pro and dBase DOS applications.

· Design and create reports for all departments in Access 2.0, Access 97 and Seagate Crystal Reports to connect to proprietary Fulfillment system written in Clipper/Fox Pro.

· Project Manager on a development team to document and flow chart DOS based system written in Clipper/Fox Pro and create a $1.5MM RFP bid package to be sent to outside vendors for a re-write using current Windows 9x database and development software.

· Provide onsite technical support for trade shows run by Faulkner and Gray Conference Department.