

# Howard J. Drake III

W1117 Buteau Rd, Gleason, WI 54455

## PROFILE

Mr. Drake is an information systems professional with over 19 years experience delivering innovative business solutions to fortune 100 companies. He has spent the last 14 years designing, implementing, and overseeing large-scale mission critical e-Business initiatives. Mr. Drake has excellent analytical and award winning communication skills.

## EXPERIENCE

### Senior Vice President, Information Technology / CIO, Innoviant (UnitedHealth Group)

#### 2002-Present

Responsible for the development and support of all information management and business systems for a fast growing national prescription benefits administrator and mail order pharmacy. Also responsible for the management and oversight of the critical operations and customer service functions. Developed, implemented, and managed all information technology and baseline business management systems. All systems were developed using Internet/Intranet based open technologies to facilitate ease of integration with external customers, vendors, and networks. Position included extensive budgetary oversight and resource management responsibilities.

### e-Business Strategist / Solution Architect, Northwood Solutions, Gleason, Wisconsin

#### 2000-2002

Assisted in the development of operational policies and standards for the launch of an Internet based retail bank. Areas of involvement included Risk Assessment/Analysis, Business Resumption and Disaster Recovery planning and implementation, vendor management processes, change management and version control systems, problem escalation and resolution methods, and system integration methodologies.

### Managing Consultant / Engagement Manager, Xpedior, Chicago, Illinois

#### 2000-2000

Responsibilities included sales support, site evaluation, needs analysis, software selection, as well as team and project oversight for the Fortune 100 clients. Projects frequently involved creation of new e-business and personalization systems as well as developing targeted plans to replace existing unstable e-Commerce technologies with a new Java-based open architectures on aggressive 90-day implementation cycles.

### Technical Director, NBS Technology Consulting, Chicago, Illinois

#### 1998-2000

Managed the technology consulting subsidiary of Allstate Insurance company. Responsibilities included career path definition, reviews, and salary administration of over 50 technical consultants. Determination of scope, staffing levels and timelines for all proposals and project plans as well as the definition of company technical direction and vision. During my tenure, the organization became profitable and was sold yielding a 210% return on investment for the organization.

## Industries

- Banking
- Health Care / Benefits Administration
- Insurance
- Internet Infrastructure
- Investment and Securities
- IT Consulting
- Software Development
- New Media
- Telecom / Billing

## Skills

- Integrating Business and Technology Strategies
- Strategic and Tactical Planning
- Product Management
- Project Management
- Resource Management
- Vendor Management
- Active Technical Oversight
- Budgeting & Forecasting
- Organizational Development
- IT Governance

## Education

University of Wisconsin, Eau Claire.

- BA: Political Science
- Minor: Economics

Madison Area Technical College, Madison WI.

- Associate Applied Science Degree

**Director of Application Support, Allstate Insurance, Chicago, Illinois** **1997-1998**

Responsible for the support of over 400 investment systems and portfolio management applications. Responsibilities also included the oversight and management of over 60 application support specialists. Oversaw the complete outsourcing of IT support functions that resulting in a 42 percent decrease in required staffing levels and cost savings of \$920,000 annually. Also sponsored and managed a corporate project to develop an Investments Intranet that served as the primary information resource for managers and traders maintaining a 68 billion-dollar portfolio. Project resulted in a 278% increase in system usage while maintaining 99.99% server availability.

**Manager - Enabling Technology, Ameritech, Chicago, Illinois** **1996-1997**

Managed a team that was charged with researching enabling technologies, proving effectiveness, and making appropriate technologies recommendations to support a multi-million dollar business process reengineering effort for the a large Chicago based Telephone, Cellular/PCS, Paging, and Cable television provider. Rapid Application Development techniques and 90-day release cycles were used to demonstrate feasibility and cost effectiveness of web based applications. Team was awarded the annual Chairman's Pinnacle Award for contributions to the successful business process reengineering initiative that saved the organization over 2 million dollars annually by reducing IT cycle time in the billing area.

**Team leader, IS Planning and R&D, US Cellular, Chicago, Illinois** **1993-1996**

Team was responsible for researching and proving new technologies and demonstrating the usefulness of those technologies for a large national cellular phone company. Responsible for the development and implementation of an enterprise wide Client/Server based Marketing and Revenue decision support system. The system supported over 100 corporate users as well as 127 remote access locations. Other key initiatives included the development of a corporate Internet website, development of a web-based employee portal, and development of computer based training platform for new employees that greatly reduced the need for instructor based training resulting in \$300,000 annual savings.

**Network Support Technician, American Family Insurance, Madison, Wisconsin** **1990-1992**

**Morning Announcer / Program Director, WJJO FM, Madison, Wisconsin** **1991-1993**

**Operations Manager / Creative Services Director, WMAD AM/FM, Madison, Wisconsin** **1988-1990**

**Morning Announcer, WISM AM, Eau Claire, Wisconsin** **1986-1987**

**Program Director / Operations Manager, KHFO FM / KOSE AM, Memphis, Tennessee** **1985-1986**