

DALE R. BRADFORD

AN EXPERIENCED, ACCOMPLISHED TECHNOLOGY OPERATIONS PROFESSIONAL

Fort Mill, South Carolina

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EXECUTIVE SUMMARY

An experienced, driven, and accomplished **Technology Operations Professional and Leader**, with a wealth of experience while working for leading, high-profile organizations and units.

SUMMARY OF QUALIFICATIONS

- Strong background in many areas including technology program management, strategic planning, team leading, project management, platform and product ownership, stakeholder relationship management, change management, process improvement, global product delivery, and performance management.
- Hard-working and driven, while highly-experienced in all aspects of technology leadership, is thoroughly familiar with technology practices and protocols, and sees technology operations to their maximum potential.
- Experienced in leading large-scale technology operations, has led diverse global teams and units, and is experienced in developing and deploying solutions which meet with consistent success.

CORE COMPETENCIES

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| ▪ Technology Leadership | ▪ Supply Chain Professional | ▪ Escalation Management |
| ▪ Team Leading, Building | ▪ Data Analytics | ▪ Subject Matter Expertise |
| ▪ Continuous Improvement | ▪ Team Development | ▪ Management Reporting |
| ▪ Global Master Data | ▪ Performance Optimization | ▪ New Tool Development |
| ▪ Platform Ownership | ▪ Solution Development | ▪ Problem Solving |

PROFESSIONAL EXPERIENCE

MAERSK, Charlotte, North Carolina

Technology Operations Lead (2018-Present)

Responsible for managing day to day technology operations, leading technical and business teams (US, Denmark, and India), leading teams in documenting all procedures and processes, multiple platform management, building and monitoring data-driven solutions, developing task automation (for cost reduction purposes), team performance evaluation, talent acquisition, management reporting, and handling various special projects.

- Leads global teams to deliver world-class service and product ownership of cloud and on-prem platforms.
- Oversees teams to create visibility tools around usage, and monitor health of entire platforms.
- Has improved engagement scores of employees on various teams, as well as voice-of-customer scores.
- Owns multiple platforms, with over 8,000 users and stakeholders within various business units and brands.
- During tenure in position, has significantly reduced overall costs of support and product ownership.
- Has built and monitored data-driven solutions, which have met with consistent success.

Master Data Quality Specialist (2014-2018)

Responsible for creating and executing data cleansing strategies, new program and process implementation, new tool development and deployment, collaborating with IT to developed new data solutions, monitoring program and process performance, leading regional data stewards globally, and team performance evaluation.

- Created and executed cleansing strategies for 1.3 million customer records globally.
- Implemented Master Data Business Glossary, providing visibility to definitions and terms and attributes.
- Led 27 regional data stewards across the globe, which met all performance expectations.

Data Architect (2012-2014)

Responsible for the overall logical mapping and design of master design application, providing support to architects throughout the global organization, licensing administration, budget planning and administration, converting logical data models to physical data models, and assisting in mapping data from source systems.

- Managed administration of licenses, and maintained the budgets for all modeling applications.
- Managed ARIS and ERwin applications, acting as application expert throughout the organization.
- Converted logical data models to physical data models, and explained differences to stakeholders.

Data Quality Manager (2009-2012)

Responsible for managing daily data quality activities, staff training and supervision, creating and maintaining master data governance within customer, vendor, and financial systems (for North America), monitoring tool and automated process development, collaborating with business units to confirm requirements and standardization of data in different systems, and reviewing and consulting on new system solutions.

- Developed monitoring tools and automated processes to perform quality checks and corrections required.
- Created tools and analyzed yield data, allowing organization to make well-informed decisions.
- Reviewed and consulted on different solutions for new systems as part of global team of business experts.

Process Improvement Manager (2008-2009)

Responsible for process improvement management, stakeholder relationship management, automated tool development, best practices implementation, reviewing and resolving efficiency gaps, cost control, management reporting, escalation management, and other process improvement leadership-related functions.

- Presided over a process improvement operation which met all companywide expectations.
- Developed many automated tools, which met with consistent success.

Regional Process Improvement Manager (2006-2008)

Worked in Portsmouth, Virginia. Responsible for managing day to day regional process improvement activities, developing automated tools, reviewing processes (and correcting efficiency gaps), new program and process implementation, dealing with and resolving process issues, and other process improvement-related functions.

- Led several key projects, resulting in Portsmouth Customer Resource Center becoming top performing office.
- Managed team of 12 in five different offices, seeing all personnel to peak productivity.

Additional Experience:

- *Corporate Process Improvement Manager, Maersk, (2004-2006)*
- *Various Positions, P&O Nedlloyd - currently Maersk (1990-2004)*

PROFESSIONAL CERTIFICATIONS, TRAINING AND DEVELOPMENT

- Certified Scrum Master, ITIL Certified, "Leading Maersk" Leadership Program, Certified Supply Chain Professional, Informatica Analyst and Developer Training, Process Excellence (PEX), Leading Others, SQL Server, Effective Questioning for Customers, Change Agility, Collaborative Sessions, Influence and Persuade, and Difficult Conversations.

TECHNICAL PROFICIENCY

- JIRA, Confluence, ActiveBatch, Informatica, SAP Business Objects, and other platforms and tools.

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