

KEN NORLAND

3300 Cornell Road
Agoura, CA 91301

+1.818.665.2070

ken.norland@tech-strategies.com



SUMMARY

Senior Information Technology Executive with a track record leading technology businesses, financial systems, strategy, development and operations, innovative solutions, and executing governance and risk management initiatives. Adept at driving technology risk assessment, managing troubled projects to successful conclusion, and leveraging innovative technologies for business benefit.

Expertise includes:

- Business/Technology Strategy and Positioning
- Mentoring Business Leaders
- Organizational / Culture Changes
- Managing Multiple, Diverse Engagements
- Leveraging Emerging Technology
- Innovative Problem Solving

PROFESSIONAL EXPERIENCE

TECH STRATEGIES LLC, Los Angeles Area, CA

2001 – 2003 / 2010 – Current

Founder and Principal

Executed management consulting engagements focused on strategy, technology company management and innovation.

- Consulted to Senior Executives at several technology and startup companies on strategy, marketing and positioning. Performed marketplace assessments leading to improved operations and business direction.
- Served as CTO for a startup Loyalty company combining wireless and new financial services products for the 18 – 34 demographic
- Formulated 3-year technology collaboration plan for large, worldwide consulting firm which allowed it to minimize risk of planned and potential technology changes while adapting to the marketplace changes.
- Advisory Board Member for a startup company developing a full suite of innovative MISMO based mortgage products for “paperless” processing.
- Created improved internal processes for client satisfaction at the request of the CEO of a technology services firm.
- Provided guidance to Professional Services engagements for a large Technology Vendor.
- Facilitated a redefinition of the R&D methods and organization for a Technology Vendor.
- Worked with partners to provide an innovative approach to Peer Advisory Groups and related services.

VISTAGE INTERNATIONAL, San Diego, CA

2012-2013

Vistage Chair

- Executive coaching for CEOs of small businesses.

SCORE (Volunteer), Ventura County, CA

2010-Current

- Mentored many startup and small businesses on business needs, plans and directions.
- Lean Startup counseling to small businesses/startups to assist with their innovations.
- Chapter lead on technology issues.
- Teach at workshops on current technology needs and options for small businesses.

BANK OF AMERICA (BAC), Los Angeles Area, CA**2008 – 2010****Senior Vice President, Applications and Systems Development**

During the acquisition of Countrywide by BAC, led organization of up to 150 people with responsibility for transition to BAC systems. Updated existing systems to new standards and transitioned legacy systems to new platforms (both BAC => Countrywide and Countrywide => BAC).

- Led technology efforts for part or all of several troubled projects (e.g., specialized AP, new Corporate Directory integration to large number of existing applications, customer and business partner authentication for web presence integration, Business Intelligence projects).
- Led on-going development and supported operations for over 30 critical applications (e.g., customer authentication, custom messaging system, mortgage customer database, financial systems, PeopleSoft, and custom developed systems).
- Led the institution of governance and security mechanisms for key applications.

COUNTRYWIDE HOME LOANS, Los Angeles Area, CA**2003 – 2008****Senior Vice President, Applications and Systems Development**

Application owner for a large number of shared services applications and systems, with direct employee management responsibility ranging from 50 to 150.

- Formulated and executed multi-year plans for applications in messaging management, authentication, internal portal, email, collaboration and Lotus Notes application management.
- Significantly improved systems performance and availability to clients for key applications that were underperforming (internal employee portal, web customer and business partner authentication, internal, custom messaging system, many Lotus Domino applications).
- Instituted off-shore development for many of the above referenced applications leading to significant cost reductions (20% or more) for necessary enhancements.
- Improved development and project management methodologies to align with company maturity and regulatory requirements.

CAP GEMINI ERNST & YOUNG, Los Angeles Area, CA**2000 – 2001****Vice President and CTO, Mobile / Wireless Practice**

- Selected technologies and business partners; generated proposals and oversaw engagements.
- Actively involved in the transition from E&Y to CGEY for the acquired client base and staff.

ERNST & YOUNG CONSULTING, Los Angeles Area, CA**1995 – 2000****Partner, Technology Consulting in Financial Services Practice**

- Oversaw multi-client study of future technologies for CIOs for subscribing companies. Strongly affiliated with the Center for Business Innovation to focus on alignment of business direction and technology opportunities.
- Engaged with many companies at senior levels for critical, strategic technology and management consulting engagements
- Partner in charge of R&D for emerging technologies.
- Led technical career path program establishment.
- Created and executed the new technical risk management process.

DISTRIBUTED SYSTEMS SOLUTIONS INTERNATIONAL (DSSI), Los Angeles Area, CA**1987 – 1995****Co-Founder and President/Chairman**

- Led merger discussions with E&Y, leading to acquisition in 1995.
- Grew company from start up to acquirable size
- Instituted successful practices in custom application development and award winning shrink wrap products

ADDITIONAL EMPLOYMENT

- Citicorp Technology Office, Santa Monica, CA – Focus on Networking.
- Citicorp Transaction Technology Incorporated, Santa Monica, CA – Managed Architecture, Development, Performance and many other portions of a “rebuild the bank technology” project.
- Honeywell Information Systems, Washington, DC / Phoenix, AZ – Development, architecture, Government support, pre-sales and post-sales.