

CHRIS AUSTIN, PRESIDENT/FOUNDER - FRACCIO

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PROFESSIONAL PROFILE

Information Technology Professional with over 25 years of experience in IT and IT leadership roles. A serial innovator that has focused on introducing new technology to assist with streamlining IT processes and delivering an IT vision for organizations. A transformational thinker with a vision to the future enabling plans to become actions that successfully achieve company goals. A motivator of staff through excellent mentorship and coaching. Driven to succeed in fast-paced and challenging environments by utilizing:

- Strong leadership skills with the ability to positively influence others and successfully lead change
- Strong technical experience, both hands-on and in leadership roles, with networking, development, infrastructure, end user computing and audio-visual technologies
- Exceptional team player comfortable taking the lead and collaborating with multi-disciplinary teams
- Ability to effectively manage critical and emergency situations
- Exemplary analytical problem-solving skills with the ability to determine root cause to prevent re- occurrences
- Proven time management skills, multi-tasking and the ability to successfully handle multiple projects with constantly changing priorities
- Excellent written, oral and presentation communication skills

CORE SKILLS AND EXPERIENCES

INNOVATION

- Transformed Ivey's application footprint to a SaaS-first model with integrations to in-house applications
 - Successfully implemented O365, Canvas LMS, Zoom video conferencing, migrating Salesforce to EDA, and numerous other cloud applications for department specific needs.
 - Defined and managed application renewal across all areas of the school's operations – curriculum delivery, administration, Alumni Engagement.
- Transformed Discovery Air's (DA) operating model for IT into a "Shared Services" team serving all entities within the corporation.
- Key contributor to the DA and The Guarantee's project teams defining the architecture of future ERPs.
- Lead entire implementation of online Surety system (2003-2005 – well before these were commonplace)
 - Gathered requirements, designed workflows and interfaces, provided Project Management, coordinated data migration and trained staff.
- Implemented Oracle Discoverer (data analytics and reporting tool) including training of end users.

STRATEGY

- Collaboratively developed 3-year IT roadmap for Ivey. Presented project roadmap to School leadership and IT team to provide goal-oriented vision and priority.
- Built and implemented business plan for multi-year AV renewal across all four campus locations (London(2), Toronto, Hong Kong). Completed on-time and under budget, reducing incidents and downtime by over 90%.
- Created the IT strategy to support the global growth objectives of DA and its six subsidiaries.
- Valued member of DA Due Diligence team evaluating growth opportunities via acquisition or new initiative.
 - Built the IT infrastructure for global expansion of business operations (US, Chile, Germany, Peru).
- Strategic leadership of all technology, ensuring cutting edge resources and tools were available at all past employers.
- Defined, updated and implemented the IT strategy and aligned IT objectives to multiple enterprises in multiple verticals (insurance/financial services, aviation, education).
- Anticipated and planned the use of new technologies at each organization to facilitate strategic goals.

TECHNOLOGY OPTIMIZATION

- Improved customer service response time and accuracy by 40% through restructuring of the Infrastructure, HelpDesk and Development teams. Introduced new metrics of success.
- Reduced mobility expenses by over \$200K annually and telecommunications by \$100K annually.
- Researched, evaluated and implemented cost saving opportunities within the IT department and the enterprise including Mobility 50% cost reduction and printing 20% annual savings.
- Accountable for technology systems and support for DA's 24/7/365 operations.

VENDOR MANAGEMENT

- Streamlined vendor management processes working within University policies to implement preferred vendors for key technology areas (Salesforce, AV, storage)
- Negotiated purchase of mission critical third-party operations software at DA
 - Implemented new vendor support model reducing reliance on a "one-man-shop"
 - Stabilized the environment.
- Introduced new vendor management model focusing on strategic partners for mission-critical systems at Ivey and DA.
- Overall accountability for the smooth operation of technology including third party service providers.

UNDERSTANDING RISK

- Evaluated and managed security risks for Ivey.
 - An influential member of the Western University *Technology Risk Assessment* Improvement Committee – streamlined the process of audit and risk review for technology purchases across the University.
- Ensured the security of the corporate network and data, including mobile devices, at Discovery Air (whose contracts included the Canadian and German military)
- Ensured the security of the corporate network and data, including mobile devices.

LEADING TEAMS

- Mentored and motivated 25 staff encompassing various disciplines including Business Analysts and Development, infrastructure, media and AV services, and HelpDesk. Created and managed the IT and AV budget in excess of \$3.4M.
- Built and managed the annual IT budget of over \$5M to support the existing 25 locations, six business units, 800+ staff and future growth plans. Directly managed a staff of 13 and three key IT partners.
- Improved HelpDesk performance by 50% by defining and implementing more demanding standards of response to end user computing issues.
 - Implementing new ticket system with integrated asset management, approval workflows and help ticket automation.
- Led, mentored, and coached a team of seven direct and 22 additional indirect employees within the Information Technology department by providing clear direction, guidance and support.
- Created and managed the annual department budget, in excess of \$4M, including the development and evaluation of RFP's, staff training, outsourcing, licencing, hardware and software acquisition.

PROJECT MANAGEMENT

- Drove the migration of 30,000 mailboxes from legacy custom email system to Office 365. Reduced failed mail issues by 99+% with minimal disruption to end users. Lead the implementation of MS Teams, OneNote, OneDrive, Planner and Flow (Power Automate).
- Project Manager and executive sponsor for co-location of servers to a National Data Center
 - Rebuilt company WAN with MPLS (IPVPN), implemented SIP telephony and new technologies such as Riverbed and allowed Canada to host DA's "International Data Center".
- Requirements Gathering, Design and Project Management of Video Collaboration project with 24 endpoints in four countries and included room systems, personal systems and extended to key business partners.
- Project Manager for implementation of online Surety system.

HANDS-ON EXPERIENCE

- Managed the Agile processes of the development team for renewing in-house and new SaaS solutions.
- Improved the Agile development process by creating new metrics and re-aligning resources.
 - Velocity grew by 20% within bi-weekly sprints and bugs count/volume were reduced.
- Provided technical oversight of developers working within SharePoint environment at Ivey and Discovery Air.
- Direct management of Oracle and .Net developers; indirect leadership of Cobol programmers.
 - Built an integrated "Jira" system with bug and feature request system within the end user application.
- Hands-on responsibility for users, workstations, servers, backup and telecommunications as Network Admin at The Guarantee Company (Day to day troubleshooting, user support and training across all technologies).
- Managed a diverse environment across multiple technologies (Novell OES, Suse Linux, Windows), dispersed geography (27 locations across North America) and distributed support staff (18 in Woodstock, six in Montreal, two in Toronto, three in Detroit).
- Taught Visual Basic, Internet Technologies (including coding with Perl and Javascript), Database design, Data Processing and OAC/Grade 13 Systems Design courses.
- Computer "Site Administrator" of Novell Networks

ROLES AND ORGANIZATIONS

Chief Technology Officer , IVEY BUSINESS SCHOOL AT WESTERN UNIVERSITY	2015 – 2019
Vice President, Information Technology (CIO) , DISCOVERY AIR INC.	2011 – 2015
Vice President, Information Technology , THE GUARANTEE COMPANY OF NORTH AMERICA Manager 2001-2007, Network Administrator 1999-2001	1999 – 2011
Department Head (Business and Computer Studies), Computer Site Administrator THAMES VALLEY DISTRICT SCHOOL BOARD	1990 – 1999

SUCCESS CONTINUES....

Learn about how Chris continues to apply this experience to organizations through his fracCIO – Fractional CIO Services company. See the growing list of Case Studies at fraccio.ca/casestudies.

PROFESSIONAL ACTIVITIES AND EDUCATION

Speaking Engagements:

Panelist at Enterprise Connect Conference-Video Conferencing Stream, 2014

Guest Speaker at TVDSB Business Teachers Dinner, 2004

Curriculum writing team for Innovative New Program – “Internet Technologies” at TVDSB, 1996-97

Speaker/Presenter at Educational Computer Organization of Ontario conference – *Using VB to Give Your Programming Courses a Shot in the Arm*, 1994

Training:

Microsoft Dynamics 365 and the Power Platform – LinkedIn Learning, 2020

SharePoint: Migrating from Designer to Power Automate, 2020

Salesforce, Educational Data Architecture overview, 2019

Synergy Business Leadership Seminars, 2013, 2014

Microsoft Project, 2007 and 2012 (advanced)

ITIL V3 Foundations, 2007

Oracle Discoverer for End Users, 2002

Advanced PL/SQL Programming Units, 2002

Java Programming Introduction, 2001

Netware CNE 4.11 to 5 Upgrade, 2000

Introduction to Linux (Red Hat), 1999

Novell CNE (4.11), 1998

C++ Programming Course, 1991

Volunteer Work:

South Baxter Road Association, Director/Vice President, 2017-present

Minor Sports Coach (Hockey, Lacrosse, Volleyball), 1990-2014

Lambeth Harvestfest, Advertising Coordinator, 2002-2005

Education:

UNIVERSITY OF TORONTO

Bachelor of Education Additional Qualifications – Data Processing Specialist, 1992

UNIVERSITY OF WESTERN ONTARIO

Bachelor of Education – Computer Science, Data Processing and Physical Education, 1989

Bachelor of Arts (Honours), 1988