# Stephen D. "Steve" McCoy

1220 N 164th St  ●  Omaha, NE 68118  ●  Phone: (402) 598-5153  ●  trmccoyx@cox.net

## EXPERIENCED IT/TELECOM EXECUTIVE/ENGINEER
*Multi-certified Expert in IT/Telecom/Database solutions*

**Years of experience implementing and managing systems configurations, application solutions, and complex networks.  Despite very senior management roles, has maintained detailed technical skills and is current in design, coding, implementation, and secure operations skills.  Well known for leadership skills and ability to deliver effective communications at all levels across a business.  Dedicated to the "success of customers", not just customer satisfaction.**

## Technology Summary

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|---|---|
| **Systems:** | Mainframe, Tandem, Unix-Based Systems (Solaris, Linux, BSD); Windows (all), [a full range of mini and microcomputer-based systems], Storage Management Systems (SAN, Fibre-channel, etc.) |
| **Networking:** | LANs, WANs, VPNs, Routers, Firewalls, TCP/IP, Legacy telecom protocols. Demonstrated mastery with monitoring/management hardware and software. |
| **Languages:** | IBM Assembler, Cobol, Fortran, Basic, PL/1, C, C++, Java, MS-Visual Studio elements,  Markup Languages (HTML, SSHTML, VXML, CCXML, etc), Perl, PHP & other "Scripting" languages |
| **Databases & Tools:** | DB2, Informix, Oracle, Postgres, MySQL, MS-SQL, Sybase, Crystal Reports, MS-SSRS, SAS, SPSS, others |
| **Software:** | MS Office (Word, Excel, Outlook, Access, PowerPoint, etc), MS-Project, MS-Visio, CAD tools, Various product suites (IBM, ORACLE, CA, Microsoft, BEA, others) |

## IT Experience

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|---|---|
| West Corporation | **Sr. Director, Corporate Financial Systems**, 2012-Present |
| ACI Worldwide | **Director, Systems Administration**, 2010-2012 |
| West Interactive Corp Omaha, NE | **Vice President, Information Systems**, 2004-2009 |
| First Data Networks, Omaha, NE | **Senior Business Partner**, 2003-2004 |
| Comoretel LTD., Omaha, NE | **Chief Information Officer**, 2001-2003 |
| First Data Technologies, Denver, CO | **Sr Vice President, Network Systems**, 1998-2001 |
| *Other IT positions:* | ***additional detail available on request*** |

*Career Highlights:*

- **Financial Systems**: Key responsibility for operating environments, applications, utilities, and network performance for world's largest third-party debit/credit account processor for multiple years.
- **Telecommunications**:  Extensive experience designing networks for data and voice communications on worldwide networks.  Was a primary engineer on the world's first large-scale (> 10,000 ports) interactive voice system. Served in ITU general assemblies and ITEF working groups.
- **Architecture**: Founded(and led) multiple Architecture Review Boards and authored customized Strategic plans defining architecture solutions for different businesses.
- **Administrative Systems**: Led multiple LAN/WAN administrative implementations supporting, as high as, more than 8,000 users.  Supported numerous financial, CRM, and ERM packages (i.e.: PeopleSoft, RightNow, Unicenter, Oracle Financials, etc)
- **Security & Risk Management**: Designed system and network solutions supporting applications requiring secure certifications (HIPPA, PCI, DSS, Sarbanes-Oxley, etc).  Key roles defining BCP for multiple data processing facilities around the world.
- **Training**:  Provided training and curriculum for numerous classes in multiple businesses for both technical and non-technical staff.
- **Project Management**: Led numerous multi-million dollar projects for both infrastructure and customer facing solutions.  (i.e.; Y2K for major division of First Data Corporation)
- **Management skills**:  Lead organizations up to several hundred with company-leading low defect delivery rates, low voluntary turnover rates, and survey-rated high employee satisfaction levels in multiple businesses.  Outstanding budgeting and financial performance management.

## Certifications

**MCSA, 1999**
**MCSE, 2003**
**ITIL V3 Foundation, 2010**

## Key Skills

Programming

Network Engineering

Relational Database Design & Management

IT/Network Security

System Design

System & Application Analytics/Statistics

Project Management

Data Center Design & Management

System Architecture/ Strategic Planning

Administrative Systems Support

## Education

Univ. of Nebraska-Omaha, Omaha,  NE
**Major in Computer Science**
Numerous USAF technical training classes
Numerous Hardware/Software Training classes