

MARC KAGAN

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SENIOR TECHNOLOGY LEADER

Visionary leader with a passion for solving business challenges through innovative and profitable technology and business process solutions. Skilled communicator with a demonstrated ability to understand, translate and mediate across technical and business functions. More than 20 years experience in leadership, strategic planning, and successful project execution.

- Creative Problem Solver / Conceptual Thinker
- Cloud & Mobile Development / Strategy
- Product Management & Program Management
- Infrastructure Modernization / Change Leader
- eBusiness Strategy / Development / Architecture
- Vendor Management / Competitive Market Analysis

PROFESSIONAL EXPERIENCE

CRAWFORD & COMPANY – Atlanta, Georgia

June 2017 – Present

Principal Consultant – Best Fit Technologies, LLC (see below)

Focus on infrastructure and Cloud strategy for this 76 year old enterprise.

2ND WATCH, INC – Atlanta, Georgia

July 2015 – June 2017

Director of Account Management, Cloud Solution Sales

Director of Account Management for this Premier Partner of Amazon Web Services (AWS). Entrusted with developing and managing a multi-million dollar pipeline within mid-market and enterprise accounts. Recruited and led a team of account managers in all aspects of business development, scoping, contract development and negotiation. Regularly lead technical architectural and business strategy conversations with Fortune 100 organizations embracing Cloud adoption. Deep technical knowledge in architecting, designing, and integrating enterprise solutions comprised of distributed applications ensuring high availability and reliability. Extensive experience in strategic planning and financial analysis for IT change management.

BEST FIT TECHNOLOGIES, LLC – Atlanta, Georgia

August 2006 – July 2015

Founding member dedicated to bridging the gap between long-term strategy and tactical implementation.

→ *Program Director, Recall Corporation – Atlanta, Georgia*

Led all information technology aspects of \$8M global divestiture initiative. Propelled team of 15 senior consultants along with global IT staff to build and test a new Active Directory domain and migrate 5200 employees and more than 1200 servers to new production environment. Ensured proper coordination across 14 time zones to complete migrations without unplanned outages. Managed all communication with client including budget, resource planning, and milestone tracking. Successfully completed migrations on time and within budget. Grew consulting opportunities from an initial budget of \$2.7M to more than \$4.5M through value added services and trusted strategic leadership.

- Implemented: Windows Server 2012 and Active Directory eliminating 10+ years of accumulated technical debt

→ *Program Director, First Data Corporation – Atlanta, Georgia*

Managed enterprise-wide global PeopleSoft HR 9.1 implementation project and related modules. Drove critical IT activities across several global divisions in concert with business leadership. Successfully energized team of more than 75 people to an on-time deployment featuring virtualized servers in a new data center with zero data loss or unplanned interruption to productivity. Planned phased multi-year rollout for consolidation of Global Payroll to one international vendor.

→ *Executive Director, Kaplan Inc. – Fort Lauderdale, Florida*

Led the fast-tracked establishment of Kaplan's Emerging Technology team. Responsibilities included all strategic and budgetary planning from inception through final execution. Primary focus on executing vision for iPad, iPhone, Android and mobile web, collaborating across departments including Marketing, Operations, and Academics to ensure a seamless, successful rollout.

Co-created Kaplan's IT Enterprise Architecture team. Authored enterprise-wide design principles and governance standards. Designed and implemented an Enterprise REST API utilizing SOA design principles for an ESB (Enterprise Service Bus).

- Successfully executed a \$3M, 18-month, multi-phase development plan; completed (5) on-time, on-budget releases of the flagship iPad application. Established vendor partnerships; recruited and managed full-time staff (20+ FTE's).
- Implemented development environment for Mobile applications featuring continuous integration and wireless distribution for rapid Quality Assurance (QA) both on-shore and offshore.
- The Enterprise API provided a consistent access point for Kaplan's heterogeneous back-end systems seamlessly managing all legacy systems, SaaS solutions and 3rd party Systems while featuring consumption via XML and JSON.

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(Best Fit Technologies continued)

→ *Senior Consultant, Kaplan Higher Education – Atlanta, Georgia & Fort Lauderdale, Florida*

Conducted extensive strategic assessment evaluating existing IT organizational structure, technology platform and PMO for this marquee campus and online University with more than 110,000 active students. Co-authored multi-year strategic roadmap designed to optimize IT performance and better achieve business goals. Presented findings and multi-year plan to C-suite executives. Assisted in the search, evaluation, hiring and ramp-up of the CTO.

→ *Founder, Managing Director, Albumash.com – Atlanta, Georgia*

Responsible for all aspects of product management including: technology, UI / creative, business etc. Assembled a global team to build an initial prototype, beta release and Facebook Application. Presented road-show meetings with various Angel and Venture investors.

→ *Senior Consultant, Ashworth University – Atlanta, Georgia*

Authored multi-year strategic IT roadmap for this online University with more than 65,000 students. Directed comprehensive RFP for evaluation of CRM / Campaign Management (SEO / Analytics / Email Marketing), Financials, Reporting and Telecom infrastructure (call center - predictive dialer) resulting in detailed budget, agile development transition plan, and rollout schedule. Completed a comprehensive analysis of SaaS vs. Hosted solutions.

→ *Strategic Technology Consultant, Aegis Wholesale – Houston, Texas*

Directed multiple business channels in strategic evaluation of credit / pricing technology and usability of online services.

- Advised client regarding a universal credit reporting solution and enhancements to automated underwriting platform.
- Establish migration plan to modernize electronic underwriting platform.

SOUTHSTAR FUNDING – Atlanta, Georgia

May 2003 – July 2006

Vice President, eBusiness Development

Key member of SouthStar's Executive Committee. Co-founded a new department delivering technology solutions to empower customers for this wholesale mortgage lender with 800+ employees and more than \$8 billion funded annually. Responsible for budgeting, operational / product planning, architecture, infrastructure and business continuity planning as well as recruitment and mentorship a talented staff (20+) of software developers, quality assurance, customer support, architects, and development managers. Executive liaison for process improvement, reporting, and business intelligence.

- Provided strategic vision and hands-on direction for a highly integrated online system enabling customers to manage the full life cycle of loan originations - increasing average funding by over \$900 Million per month (300%).
- Regularly interviewed for trade publications and expert panels for Automated Underwriting and Service Oriented Architecture.

AFFILIATE LENDING CORPORATION – Atlanta, Georgia

November 2001 – April 2003

Director, Internet Development

Recruited to take over existing technology and lead development and maintenance of all information systems for this startup online commercial and residential mortgage company. Grew loan originations from \$3 million per month to more than \$30 million per month in less than one year.

INTELLINET – Atlanta, Georgia

July 1999 – October 2001

Senior Consultant

Joined this Microsoft-partnered consulting company to grow newly established application development team to over 30 consultants. Developed strategic partnerships and profitably managed the company's most high-profile projects.

COX COMMUNICATIONS, INC. – Atlanta, Georgia

January 1998 – May 1999

Senior Web Support Specialist

Designed, developed and implemented re-launch of cox.com. Architected distributed solution for secure content management among all Cox cable systems. Audited security and disaster recovery procedures and authored updated disaster recovery plan.

EDUCATION AND CERTIFICATION

- Georgia State University; Atlanta Georgia - Executive MBA (2014)
- Northern Illinois University; DeKalb, Illinois
- AWS Certified Solution Architect (Associate)
- Project Management Professional (PMP)
- Certified SCRUM Master (CSM)
- Microsoft Certified Professional (MCP)