

MICHAEL J. MIKKELSON

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An achiever of exceptional rather than expected results.

EXECUTIVE PROFILE

Technology Development • Project Management • Strategic Planning

Accomplished technology professional with 9 years' management and hands-on experience providing Member-focused technology solutions to support strategic business objectives within the Credit Union industry. Talented, creative, innovative and resourceful leader with an interactive management style. A change agent; recognized for proactively and efficiently directing a team to deliver results, with the ability to interface with professionals on all levels. Proficient in strategizing and applying tactics in business planning, and the management of complex projects that increase efficiency, functionality, and productivity.

CAREER HIGHLIGHTS

- Successfully completed three Credit Union core system conversions. Served as project manager for 2 of those conversions.
 - Fiserv Galaxy to Jack Henry Symitar: [Blackhawk Credit Union](#)
 - Fiserv SUMMIT to Jack Henry Symitar: [Mazuma Credit Union](#)
 - OSI/CGI to Fiserv SUMMIT: [Consumers Credit Union](#)
- Vision to recommend and utilize new technologies to save money, increase efficiencies, and maximize usability.
 - Envisioned, deployed, and managed a fiber based Wide Area Network between branch offices and running a Voice over IP phone system before VoIP was mainstream. Showcased design in **Network Magazine**, September 2001.
 - Set up server and storage consolidation using virtualization technologies, and integrated this into the Disaster Recovery Plan. Immediate return on investment while having greater control over systems and environment.
 - Embraced Custom Development as tool to increase flexibility of the core system. Using open source technologies, data warehousing, and coding to integrate to the core, we were able to provide enhanced reporting and dashboards that were not part of the core product.
- Broad-based technical knowledge used to align organizational projects with Business Plan objectives.
 - Champion of the Business Continuity Process versus reliance on legacy technology disaster recovery processes.
 - Researched and deployed intrusion detection systems, online fraud monitoring, and 3rd party internet perimeter vulnerability assessment after the migration of our web and online banking servers in-house. This also included a completely new load balanced and fault tolerant internet design.

PROFESSIONAL EXPERIENCE

VICE PRESIDENT OF TECHNOLOGY

Consumers Credit Union - Round Lake Beach, Illinois

October 2005 - Present



This is an executive position which participates as a member of the Senior Management Team. I have recruited, trained, and developed staff, emphasizing the importance change control within a deadline-dependant environment. I am responsible for the Technology department, 7 staff members separated into Information Technology, Information Systems, and Development. **Actions & Results:**

- Project manager for core system conversion from OSI/CGI to Fiserv Summit in May of 2006. We have implemented the Fiserv CRM, Andera online account processing, Prime Alliance online mortgage applications, and Akcelerant collections package. Process automation through the new enterprise scheduler, CRM, and custom applications improved organizational efficiencies through custom workflow design.
- Challenged initially by undertrained staff, I was able to reduce the reliance on outside consulting by over \$200,000 in the first year. Changing the mindset to a TEAM environment using consistent cross-training has helped reduce costs and increase internal knowledge.
- Migration from Digital Insight to Summit's in-house Online Banking application. Long-term savings of \$180,000 per year, and ability to create custom integrations.
- Created custom Sales Tracking and Promotion Incentives applications that integrate with the core and provides real time statistics via our intranet. Automated reporting to managers and staff helped fuel double digit loan growth for the past 3 years.
- We have embraced virtualization technologies for server consolidation to reduce overhead. Using replication and backup-to-disk with our storage area network, we were able to tie this into our Business Continuity Plan for a rock solid disaster recovery configuration.

DIRECTOR OF INFORMATION SYSTEMS

Mazuma Credit Union – Kansas City, Missouri

August 2004 - July 2005



This was a management position which was responsible for the Information Systems Department. I managed a team of 3 programmers whose main responsibilities were application and report development. We managed the Symitar core processing system, intranet portal, and database services. **Actions & Results:**

- We successfully completed a core system conversion on January 1st, from Fiserv SUMMIT to the Jack Henry Symitar platform. This new core gave us dramatic flexibility in creating automation in the back office, and usability and functionality to the front line staff.
- My Team was also responsible for providing help-desk support to the front-office staff, and work alongside the Information Technology staff to get cross-trained on all aspects of the Technology department. Comprehending the roles and duties of the different departments increased the total understanding of the business, thus creating a Team environment that was ready to create tailored solutions. This included back-office automation of previously manual processes, enhanced reporting, and working within a software development and change control environment.
- Additional projects include Business Continuity Planning, RFP's for new optical systems, and custom development for real-time payments through Symitar to our Mortgage CUSO. Always looked for better ways to accomplish things, and evaluating and deploying new 3rd party solutions allowed us to stay ahead of the competition.

INFORMATION SYSTEMS ADMINISTRATOR

Blackhawk Credit Union – Janesville, Wisconsin

June 1999 – July 2004



This was a management position that consisted of multiple responsibilities as the network administrator, webmaster, computer software support and repair, as well as project management for Information Technology. Maintaining network security and stability, PC support, and network administration for 4 Credit Union Branches, for over 125 users was my primary responsibility. **Actions & Results:**

- I was project manager for a WAN redesign project, VoIP phone system implementation, and Contact Center design project. We also went through a core system conversion from Fiserv Galaxy to Jack Henry Symitar in 2003. These major projects gave me a solid base and great experience planning and implementing within the Credit Union industry.

EDUCATION**UNIVERSITY OF WISCONSIN** - Madison, Wisconsin.

BA History and Sociology, 1996.

CERTIFICATIONS

Security+ Certified Professional, IT Project+ Certified Professional, Certified Novell Engineer, Microsoft Certified Professional

CREDIT UNION SPECIFIC TRAINING

CUNA STAR & MERIT Programs, BAI Credit Union Training

TECHNICAL EXPERTISE**Hardware & Operating Systems:** Unix, Windows XP and 2003 Server, Linux, Novell, and Equallogic SAN**Software & Languages:** VMWare, Microsoft Project, UC4, SQL, HTML, CSS, and Symitar PowerOn