

Ken Nagel

Yorba Linda, CA 92887 ♦ 714-380-8596 ♦ kjnllc@gmail.com ♦ <http://kennagel.me>

SENIOR INFORMATION TECHNOLOGY EXECUTIVE

With 20 years of Experience and Track Record of Success Delivering Business-Driven Technology Solutions

Results-driven IT executive with a track record of bringing clarity and direction to strategic business decisions enabling immediate savings and assuring future, profitable business growth. Directed organizations of up to 120 people (400 offshore contractors) and managed annual budgets of \$20m. Highly motivated and adaptable leader who communicates easily with business and technical audiences. Ability to build peak-performing teams and achieve cross-functional business objectives. Seasoned, broad-based perspective to create pragmatic business focused IT strategies and implementation plans designed for maximum return at the lowest possible costs.

Core CIO/CTO areas of expertise include:

- IT Strategy and Execution
- eBusiness Strategy & Delivery
- New Product & Technology Launch
- Vendor Management
- IT Governance
- Enterprise IT Systems
- Mergers & Acquisitions
- Profit and Loss Management
- Business Continuity & DR
- Program & Project Management
- Organization Design & Restructuring
- Team Building and Leadership
- Process Improvement
- Information Architecture
- IT Operational Improvement

Selected career highlights:

- **Realize maximum value and return on IT investments;** drove immediate cost reductions in IT spend through contract renegotiations, reduction in annual core customizations decreasing annual IT expense by 5% annually, increased interest income and decreased labor expenses through image deposit automation via multiple channels (ATM, Web, Mobile, Branch), drove immediate increases in sales and service through implementation of enhanced CRM, and customer profitability management.
- **Driving force for enhancements to IT Services, business service levels, processes and organization effectiveness;** applied deep insights and best practices gleaned from multi-billion dollar, industry leading companies in financial services, public utility and aerospace industries.
- **Champion best in class service delivery at minimum costs;** introduced proven technologies that increased critical systems reliability while decreasing support costs, reallocated 15% of IT labor expenses annually by standardization and asset lifecycle management

PROFESSIONAL EXPERIENCE

Farmers & Merchants Bank of Long Beach

2011-Present

Senior Vice President and Chief Information Officer

Currently serving as the senior vice president and chief information officer (CIO) of F&M, responsible for leading Farmers and Merchants' enterprise-wide information systems initiatives to support the company's future growth and to maximize the return on its information technology investments. Responsible for the bank's information technology (IT) strategy and all IT assets that support F&M's customers and employees.

Notable Accomplishments:

Ken Nagel

714-380-8596 ♦ kjnllc@gmail.com ♦ <http://kennagel.me>

- Established IT Governance Committee to drive business focus on annual IT investments
- Established and implemented Five (5) year IT strategic roadmap
- Implemented new Vendor management program, resulting in immediate reduction in IT licensing spend
- Implemented new Project Management policies and procedures
- Implemented bank-wide VoIP with universal messaging and Call Center and implemented PC lifecycle process for branch productivity and customer service improvements
- Implemented customer deposit automation improvements with image enabled ATM's bank-wide, and released new F&M Mobile app with deposit capture.
- Reduced annual IT expenses by 5% without reduction in staff.
- Enhanced business resumption processes reducing recovery time for critical systems to meet business objectives.
- Implemented new products and services in payments, lockbox and healthcare financial services.

Union Bank

2001-2011

Senior Vice President, Integrated Banking IT Director (2008-2011)

IT Director and Enterprise Architect for a multi-million dollar core banking transformation program. Program consolidates 60+ bank core applications into the Finacle Core Banking Solution. Responsible for all IT functions, including architecture, design, engineering, data center, testing, vendor relationship, application development, disaster recovery, OCC and SOX compliance, and financial monitoring. Program responsibilities included Delivery Services, Testing, and Requirements teams; eight direct reports, 120 onsite, more than 400 offshore.

Notable Accomplishments:

- Key member for Board buy in, market vetting, vendor negotiation
- Architected, designed and implemented Finacle Core Banking Platform
- Architected, designed and implemented Service Oriented Architecture (SOA) platform to support long term growth through reduction in p2p integration costs
- Successfully Negotiated a total cost savings in excess of \$6M with hardware vendors
- Implemented fully redundant multi – data center infrastructure for the platform, under budget.
- Changed staffing model to “follow the sun” testing and development utilizing offshore and on site resources increasing turnaround time by 40%.
- Implemented rigorous development and testing processes reducing first time code defect rate by 15%.

Ken Nagel

714-380-8596 ♦ kjnllc@gmail.com ♦ <http://kennagel.me>

Senior Vice President, Chief Enterprise Architect (2004-2008)

Responsible for setting policies, standards, and guidelines for the IT environment including; lifecycle and asset management, security, and technology governance. Managed a team of enterprise architectures and responsible for developing and maintaining the technical, application, information, data, process, and infrastructure views of the architecture. Maintained close working relationships with key stakeholders from the business and technology management to ensure alignment of business needs to architecture standards. Responsible for Architecting Solutions for a variety of enterprise initiatives and aligning these solutions with the overall enterprise reference architecture and roadmap.

Notable Accomplishments

- Lead the successful implementation of the NextGen Web project, on schedule and within budget, with zero customer impacts.
- Established an Enterprise Architecture and built an elite team of application and system architects.
- Formalized the Enterprise Reference architecture in support of the IT Strategy
- Established policies and governance models to enforce, or modify standards
- Established the Architecture Review Board chaired by CTO, to govern and ensure alignment of business needs and technology standards.

Vice President, Deputy Group Technology Manager – Commercial Systems. (2001-2004)

Manage teams of analysts, developers, offshore, vendors, consultants and system architects responsible for development and maintenance of commercial systems and enterprise web applications. Partner with business executives in developing solutions to enterprise business problems. Established business processes to ensure SDLC processes enforced, change management practices, issue resolution, configuration management and project governance.

Notable Accomplishments

- Implemented on time and on budget the Secure Messaging Center. Key bank project and built as a custom J2EE Struts system, integrating with Clarify and the Single Sign On systems.
- Successfully re-architected and implemented the Enterprise Content Management system. Standardizing the content management and increasing the uptime from 93% to 99.998% uptime.
- Completed the outsourcing of non critical applications to the offshore partner.
- Implemented on time and on budget the Bank's first Commercial Loan Services application on the Internet. This application provides the banks business credit customers with the ability to access their commercial loan information, and initiate loan related transactions (such as payments and advances) via the web -- real-time and secure. This project has a 158% Return-On-Investment (ROI) within the first 3 years.
- Implemented employee job search tool available to all employees via the intranet site. Annual savings of an estimated \$100,000 attained by the replacement of the reproduction and distribution of the paper-based requisitions and eliminating \$188,000 annual contract fee to the 3rd party job posting service.

Ken Nagel

714-380-8596 ♦ kjnllc@gmail.com ♦ <http://kennagel.me>

Southern California Edison

1993-2001

Manager, I*Net Application Development

Responsible for developing and maintaining Enterprise web applications. Manage teams of analysts, web developers, graphic artists, vendors, consultants and system architects. Partnered with business units and executives in developing solutions to enterprise business problems. Created governance boards and processes to assist resolution of strategic issues related to enterprise business solutions.

Early career (1985 – 1993) includes progressive MIS management and IT application development positions with B&M Associates, and Northrup B-2 Division

US Navy

1981-1985

EDUCATION

Executive MBA,

Pepperdine University, Edison International Executive Leadership 2000 Program – 1996-1998

Systems Engineering Concepts and Processes (1999)

Carnegie Mellon Software Process Improvement and CMM (2000)

ITIL® V3 Certified (2002)

ENTREPRENEURIAL EXPERIENCE

President and Co-Founder Women's Apparel, eCommerce store - January 2006-2011

OTHER

Served on the Board of Directors for Non-Profit Girls Youth Sports 1999-2008

Volunteer Athletic Coach, High School Competitive Girls Softball

Member of the Technology Council for the local PTA.

Previous guest speaker at Cal Poly and the Anderson School.

Endurance Runner and Triathlon enthusiast
