

WENDY M. WOODWARD

TECHNOLOGY OFFICER | STRATEGIC SYSTEMS DELIVERY | ENTERPRISE TECHNOLOGIST | TEAM BUILDER

Award-winning Chief Information Officer. Creative and strategic thinker with a proven ability to build consensus and implement new ideas within a budget. Skilled negotiator able to secure win-win agreements with vendors and stakeholders. Provides organizational leadership in all areas of information technology, security, and integration, ensuring initiatives meet the strategic goals of the organization. Accomplished communicator with the ability to make difficult concepts relevant, creating business partnerships in a sophisticated information technology (IT) environment. Passionate about supporting pedagogy, scholarship, and student experience through effective technology advancements. Completed Master of Science in Communication, with emphasis on Systems, Strategy, and Management at Northwestern University, Evanston, IL.

EXPERTISE

- **Leader | Team Builder:** Oversaw an annual budget of \$35M, 85 full-time and 100 part-time staff members, 20 dotted line distributed technologists, and multiple outsourced vendor relationships. Expanded role in capitalizing on proven success as a change agent, resulting in an annual revenue increase of \$400K within the first fiscal year. Created a new, merged IT organization to maximize efficiency and effectiveness. Created a vision of how to expand the operations of a traditional residential liberal arts college to meet the needs of adult learners. Modeled the value of industry engagement to staff, resulting in the organization and hosting of several on-campus conferences and the increasing of staff participation in a career-focused training by 99%. Established a project management office and ITIL training for all IT staff to assist with a standardized language and business processes that resulted in efficiency and improved customer service.
- **Accomplished Negotiator:** Obtained and negotiated over \$2M in contract savings across multiple new and existing systems. Successfully negotiated several competitive agreements that vendors acknowledged as "the best deal in North America" and "lower-priced than a large University system." Transitioned IT from being perceived as a roadblock to progress, to being a partner and successful implementer of needed solutions.
- **Strategic Delivery:** Key player in identifying and establishing inaugural online graduate programs and working through accreditation and support issues. Established a "cloud-first" strategy and launched a high-performance computing cluster to support faculty and student scholarship with 50% below initial cost estimates. Effectively reduced redundancies and streamlined services through shared services and consolidation of eight service points into one.
- **Business Partner | Consensus Builder:** Partnered with faculty governance to execute a Learning Management System replacement project over eight months from start to finish; 94% of faculty adopted the new system. Established technology governance, operating standards, and policies to ensure collaborative alignment and strategic investment. Worked with campus stakeholders; developed and implemented significant data and information security policies and processes that are referenced as a model for other colleges. Deep understanding of all aspects of higher education business processes; frequently consulted on how to solve difficult problems.
- **Innovative Thinker:** Successfully identified innovative service providers to solve campus challenges, such as leading the first Google apps contract at school, the first school to launch Xfinity Streaming, and early adopter of Schoology in higher education. Realigned Academic Technologies activities to create online video content creation and Quality Matters aligned course creation, resulting in the team being awarded the CCCU IT Innovative Team Award. Willingness to question the status quo and propose cost-effective alternatives. Engaged the student-run Computer Science Club to build a Lightboard to produce over 2,000 course videos.
- **Global Experience:** Architected the technology support process for a new campus in the Middle East. Supports constituent technology use across the globe. Increased staff diversity by 30%. TCK.
- **Experienced Technologist:** Fully engaged with corporate technology professionals to expand knowledge of cutting-edge technologies and assess their potential impact on higher education. A frequent presenter at higher education technology conferences and events, highlighting best practices and leadership successes. 20+ year track record of active industry engagement through vendor advisory boards and professional organizations.

EXPERIENCE

WHEATON COLLEGE, Wheaton, IL

Jan 2015 – Present

Chief Information & Campus Services Officer (CICSO)

Jul 2018 – Present

- Provide vision, leadership, and innovation in developing college-wide strategies for leveraging the potential of technology. Lead and innovate campus services in advancing the college's academic and institutional objectives.
- Key COVID-19 response leader responsible for advancing operational and academic support initiatives that enabled in person classes and remote classes with a low campus infection rate.
- Oversee the selection, implementation, and support of all institutional technology and expand technology governance structure to include new areas of responsibility.
- Ensure excellent service operations within the Campus Store, Event Services, Food Services, Housing Services, Mail Services, and Real Estate Leasing and Management (i.e., Auxiliary Services).
- Manage a \$35M annual budget, 85 full-time and 100 part-time staff, 20 dotted line distributed technologists, and multiple outsourced vendor relationships.
- Ensure efficient, cost-effective operations that exemplify good stewardship and generate appropriate revenue.
- Develop and manage relationships with targeted national organizations, vendors, and influential individuals to advance the college's interests.
- Collaborate with faculty, students, and staff to generate significant positive revenue by outsourcing the Campus Store. Realign Mail Services for increased efficiencies. Develop on-campus support processes for flex students. Launch Banner 9 ahead of schedule. Launch Fischer Identity Management and Duo multifactor authentication. Develop new policies and procedures to support data security efforts.
- Awarded the 2019 CIO+ Award by the Executive Club of Chicago, SIM Chicago, and AITP Chicago; and recognized in the Crain's Chicago 2020 Notable Women Executives, for excellence in leadership and remarkable contribution to the organization.

Chief Information Officer (CIO)

Jan 2015 – Jul 2018

Key accomplishments

- Collaborated with faculty, staff, and students in selecting and launching a new Learning Management System (Schoology).
- Established Academic and Scholarly Technology department with professional Instructional Developers to encourage innovative instruction methods.
- Initiated an Ellucian Banner revitalization project and established Technology Guidelines that are guiding movement of systems into the cloud system.
- Negotiated a highly competitive agreement with LinkedIn Learning. Replaced an onsite file management system with Box.com.
- Negotiated a Security-as-a-Service agreement with four other local liberal arts schools; expanded the agreement to include eight more schools.
- Reorganized the technology support staff for greater efficiency and deployed a high-performance computing cluster.
- Received a nomination by the institution for the 2018 EDUCAUSE Leadership Award.

Major Responsibilities:

- Oversaw the selection and assistance of all administrative and academic information technology (IT) system operations, data centers, process improvements, business intelligence and report writing, technology support services, communication networks (voice and data), systems integration, enterprise systems management, cloud services, and cybersecurity.
- Spearheaded the identification and establishment of inaugural online graduate programs, as well as working through accreditation and support issues.
- Established technology governance, operating standards, and policies to ensure collaborative alignment and strategic investment.
- Oversaw the annual budget of \$10M and the 45 full-time and 75 part-time staff members.
- Sourced and negotiated over \$2M in contract savings across multiple new and existing systems.

WHEATON COLLEGE TRUST COMPANY, Wheaton, IL

Chief Information Officer (CIO)

Jan 2015 – Present

- Provided vision, leadership, and innovation for this wholly owned Wheaton College subsidiary in developing and supporting secure technology platforms.
- Ensured compliance with OCC and FFIEC regulations for an entity that manages over \$400M in assets.
- Oversaw the annual budget of \$300K and supervised multiple outsourced service providers.

NORTHWESTERN UNIVERSITY, Evanston, IL

Apr 1999 – Jan 2015

Director, Technology Support Services, Information Technology

Jan 2004 – Jan 2015

- Directed essential central functions, including information technology (IT) service management, communications, faculty, staff desktop support, technical help desk, telecommunications, networking order processing, consulting services, residential networking, student support, IT project management, site-licensed software distribution, web-based application support, and internal system deployment.
- Aided 60,000 end-users, resulting in the handling of over 10,000 contacts a month and an 85% positive customer satisfaction rate.
- Designed and implemented the technology service plan for a new international campus in the Middle East.
- Developed relationships with targeted national organizations, vendors, and influential individuals to advance the University's interests and inform planning.
- Collaborated and communicated across the distributed University technical staff, including the development and deployment of strategic shared service models.
- Implemented ITIL best practices and ongoing improvements to augment transparency and system stability/reliability throughout the central IT service portfolio.
- Fulfilled administrative obligations to the University, including budgeting, procurement, contract negotiation, personnel evaluations, and personnel actions.
- Spearheaded and participated in other University committees to enhance collaboration and build consensus.

Associate Director, Technology Support Services

Jul 2001 – Jan 2004

- Collaborated with schools and administrative divisions to identify sustainable technological solutions to advance the University's mission.
- Worked across the University community, identified Google Apps as a solution for students, and successfully negotiated the first Google Apps for Education contract.
- With budgeted capital, actively balanced the needs of University colleges, administrative departments, students, and personnel supporting technology.

Manager, Development and Administration, Academic Technologies

Apr 2000 – Jul 2001

- Led a team of educational technology specialists in support of the Blackboard course management system and other pedagogical technologies.
- Planned and coordinated faculty development seminars, including programs to increase awareness about available technology for teaching and research, in partnership with the Library and Teaching Center.

Manager, Student Employee Group, Academic Technologies

Apr 1999 - Apr 2000

- Established the management system and utilized student resources to increase service level delivered to customers of Academic Technologies.
- Recruited, hired, trained, and managed approximately 100 students and temporary employees working within the department.
- Oversaw the administration of several servers and facilities within the department.

HIRE QUALITY, INC., Chicago, IL

Vice President – Customer Service and Human Resources

Feb 1997 – Feb 1999

- Key contributor to the overall growth and advancement of the company. Featured by Inc. Magazine as being a "paperless office."
- Contributed to the design and implementation of an early SaaS recruiting platform to assist clients with the hiring of honorably discharged veterans.
- Acted as the primary liaison to the upper executive management of various Fortune 1000 companies, educating and building bridges of communication.
- Established service and management systems that increased profitability by 110%, through 50 employees working across three departments.
- Organized and executed all Human Resources functions for the company with over 75 employees in five states.

Various Executive Leadership Positions within the Staffing Industry

Jan 1989 – Jan 1997

- Incorporated technology solutions to improve and streamline operations for maximum profitability.
- Oversaw all operations including P&L, liability management, payroll, accounting, recruiting, retention, training, and sales.
- Directed staff of over 500 employees in the staffing industry.

EDUCATION

- **Master of Science in Communication | Systems, Strategy, and Management Emphasis**
Northwestern University
- **Coursework in pursuit of Master of Science in Education | Higher Education Administration Emphasis**
Northwestern University
- **Bachelor of Arts in Organizational Management**
North Park University
- **Kellogg School of Management Executive Education**
Northwestern University
High Performance Negotiation Skills | Energizing People for Performance | Leading High-Impact Teams

CERTIFICATION

ITIL v3 Foundations Certification

PROFESSIONAL AFFILIATIONS

EDUCAUSE, since 2000

- *Conference Presenter*, Association to advance Information Technology in Higher Education – 2019, 2018, 2017, 2015+
- *Member*, IT New Manager Institute Faculty – 2011-2014
- *Co-chair*, IT Support Services Constituent Group Leader – 2012-2015
- *Co-chair*, Google Apps Constituent Group Leader – 2011-2015
- *Member*, Professional Development Committee – 2006 -2010
- *Member*, Midwest Regional Conference Committee – 2005

Member, Consortium of Liberal Arts Colleges (CLAC) – 2015

Board Member, Consortium of Liberal Arts Colleges (CLAC) – 2018-current

Chair, Western Suburban Information Technology Group (WSIT) – 2016-current

Commissioner, Council for Christian Colleges and Universities (CCCCU) Technology Commission – 2018 - current

Board Member, Higher Education Software & Services Consortium (HESS) – 2018-2019

Member, SIM Chicago – 2013-current

Member, Illinois Technology Association – 2013-current

Committee on Institutional Cooperation – Big 10 Association

- *Member*, Information Technology Accessibility Committee – 2011- 2015
- *Chair*, Information Technology Accessibility Committee – 2013-2015
- *Chair*, Information Technology Accessibility Committee – 2013-2015
- *Member*, Information Technology Communications Committee – 2002-2015
- *Member*, Information Technology Support Services Committee – 2002-2015
- *Chair*, Information Technology Support Services Committee – 2004 - 2007
- *Member*, Information Technology Licensing Committee – 2002

Member, Google Apps Customer Advisory Board – 2007 - 2017

VOLUNTEERISM

- President and other Board roles – Greenhouse Co-School, a homeschool support organization.
- Family Service Trip Coordinator/ Leader – Kids around the World, installing playground equipment at local community centers in Costa Rica.
- Girl Scout Troop Leader for six years for an economically mixed group of girls. Received the McGaw YMCA Volunteer of the Year Award.
- PTA, various executive leadership roles at the local and regional level.
- Program Manager for the Chicago Public Schools Technology Capstone Competition, Illinois Technology Foundation.

TECHNOLOGY

Communication/Collaboration Platforms

Microsoft 365 | Google Apps | Box | Dropbox | Slack | Cisco Call Manager | Four Winds Interactive | Zoom | LifeSize | Smartsheet | Xmedius

Enterprise Applications

Ellucian Banner | CRM Recruit | CRM Advance | Ellucian Analytics | Ellucian Ethos | Luminus | People Soft | Fischer Identity Management | 25 Live | StarRez | TouchNet | On Base | Perceptive Content | Terra Dotta | Epic | Terminal 4 | Pharos 360 | iModules | Cognos Analytics | Cognos TM1 | Unimarket | Front Rush | Newton | Handshake | Equifax | Maxient | Handshake | Cloud Solutions | Qradar | Paycor

Educational Applications

Blackboard | Schoology | Canvas | Turn it In | Portfolio | Ensemble | Voyager | Courseleaf | Aleks | EdX | Tutor.com | Smart Board | Online education; double | Crestron Fusion | LinkedIn Learning | Kramer Via | Smart Classrooms | Flexible Classrooms | Research Computing Cluster

Technology Support Applications

BMC Footprints | Remedy | Bomgar | Confluence | Bloomfire | MBAM | SCCM | Papercut | Bradford | Malwarebytes | AWS | Azure | Dell Kace | Datacenter | ITIL | IT Service Management

CORE COMPETENCIES

Leader | Governance | Strategic Planning | Change Agent | Forward-looking | Bridge builder | Collaborator | Creative