

# brian kiser

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## PROFILE

**Accomplished IT professional with 27-year history in IT.** Proficient with analysis, design, development, project management, outsourcing, crowdsourcing, personnel management, policy enforcement. Have mentored employees and managed IT departments. I practice a customer-centric approach. IT is a service industry. I will do whatever is necessary to ensure the satisfaction of my users and customers.

## EDUCATION

**Kentucky Certified Public Manager (KCPM)**, Frankfort, Kentucky, 2010

**Master of Science** in Computer Science, Kentucky State University, summa cum laude, 2007

**Bachelor of Science** in Computer Science, University of Pikeville, cum laude, 1992

## SKILLS

C#/FoxPro/Java

Team Management

KRS Chapter 18A

Software Development

SQL Server/Oracle

COT Forms/EIM/HEAT

Analytical

Proactive/Honest

## EXPERIENCE

**Department of Juvenile Justice, Information Systems Manager** (September 2018-present)

Currently managing IT for an organization that values kids and values its employees as well. My team consists of six highly skilled developers, two support staff, and a four-man video server/camera section of talented individuals who maintain video servers and cameras for facilities across Kentucky. We write and support applications and video servers that deal with highly sensitive juvenile data. Some typical technologies used are C#, MVC, SQL Server, .NET Core, ASP.NET Razor, Kendo UI, Verint.

**Kentucky Labor Cabinet, Systems Consultant and Information Systems Manager** (2005-2018)

System Consultant IT (2005-2012). Attained the position of IT Manager in 2013. Designated Acting CIO in 2014. Provided primary IT leadership for the Labor Cabinet. Directed and oversaw all technology initiatives. Served on the Technology Advisory Council (TAC). Oversaw the work of the Systems Design and Development section, Document Imaging section, and support staff. Worked with Logistics Branch and COT for bill reconciliation. Dealt directly with user-clients, personnel issues, helpdesk, cabinet support, project assignment. Point-of-contact liaison to Commonwealth Office of Technology (COT).

**Commonwealth of Kentucky, Systems Consultant IT** (2000-2005)

Responsible for working with users and management to meet the needs of the department via software solutions. Job duties include analysis, design, software development and testing, technical review and recommendations. Technical Lead at COT in the areas of HTML and web development. Tools used included C#, Java, Clarion, Oracle Forms, and various databases.

**Trim-Masters, Inc., MIS Assistant Manager** (1997-1998, 1998-2000)

Developed IT solutions in a fast-paced "just-in-time" assembly line environment. Work included data integration, conversion, repair, scheduling, prioritization of duties, policy enforcement, user support, mentoring, training, and network administration.

**The J. Peterman Company, Lead Developer** (3/1998 – 10/1998)

Managed a small programming team that developed a large database application. The system was marketed to the apparel industry and received praise for its flexibility and well-designed user-interface. Mentored our junior developer. Visual FoxPro was our tool.

**Bradbury and Associates Consulting, Inc., Windows Developer (1996-1997)**

Managed large, outsourced programming project for Cummins Engine Company that analyzed complex engine and fault data. Program features included tracking, trend and fault graphing, data conversion, import/export, and much more. Also handled projects for other large corporations and optimization of in-house code. Primary project point of contact.

**Action Systems, Software Developer (1995-1996)**

Development performed in FoxPro for Windows 2.6. Also provided on-site installation, data conversion, and technical support. Worked closely with users to resolve issues.

**The Asthma and Allergy Center, Computer Programmer/Systems Manager (1992-1995)**

Responsibilities included extensive programming, hardware/software installation, troubleshooting, repair, user training/support, SCO UNIX system administration, purchasing, recommendations.

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**NOTEWORTHY ACCOMPLISHMENTS**

**Coordinated upgrade of all Labor Cabinet hardware and software.** Coordinated upgrade of all Labor Cabinet laptops and PCs from Windows XP/7 to Windows 10, SQL Server 2000 to 2012 R2, 123 custom applications updated from old .NET Frameworks to 4.6.1, and all server software from Windows Server 2000/2003 to Windows Server 2014. Avoided share of \$1.6M dollar penalty. Conceived, designed, and initiated implementation of popular Labor Intranet page.

**Computerized the assembly lines at Trim-Masters,** enabling assembly line progress to be tracked in great detail by management. Including tracking the location of manufactured doors on the assembly line, speed of production, if line was falling behind or moving too fast, and how many defects were on the line at any given time. Implemented touch screen and bar-coding technology.

**Saved Bradbury \$1 million a year in penalty fees by taking over and fixing a failing project.** Due to success on a separate project, I was given management of the primary project for Cummins Engines. Based on my prior success and proposal, Cummins continued to fund this project at \$3M/year.

**Side project for Action Systems became a moneymaker.** Wrote a “data gateway” for Glitterwrap that allowed PCs and the mainframe to exchange/update the same information simultaneously. This package was marketed at \$10,000 per installation.

**Conceived and implemented two projects/procedural changes Labor Cabinet that saves ~\$30000 a year.** Received an Employee Suggestion System (ESS) reward for concept and implementation of custom server monitoring system. Also worked with implemented a procedural change for field staff Internet billing that saves Labor the largest chunk of this money.

**Revamped the DJJ support desk and provided mechanism for billing cleanup.** DJJ IT branch was ineffective. Gained management buy-in, then reorganized IT to provide improved support, follow-up, and more accurate billing. Immediately upon arrival, worked with Fiscal branch manager to resolve old billing problems that had lingered for 3+ years. Provided many hardware upgrades for staff working on antiquated equipment. Decommissioned old servers that had been unused for years.