

## Mike Gold

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1685 Old Mill Road  
Germantown, TN 38138

### Areas of Expertise/Experience

Areas of expertise include but are not limited to the follow items.

#### Executive Leadership

- I.T. Management
- Ken Blanchard Situational Leadership
- Team Building
- Staff/Talent Development

#### I.T. Management and Process Standards

- Agile SCRUM
- Agile KanBan
- SSAE16
- PCI
- PMI
- HIPAA
- JCAHO
- MDS
- ITIL Certified

#### ERP/CRM and Productivity Services Platforms

- Microsoft Dynamics Solomon
- Microsoft Dynamics CRM
- Microsoft Exchange
- Microsoft Sharepoint
- Microsoft Project
- Basecamp
- Google Apps
- Telligent Community Server

#### Health Information Management

- Keane
- Unisys
- HCIS – Mobile Electronic Medical Records for Home Health Care Professionals
- Custom

#### Education Technologies

- SMART
- Moodle
- eXe SCORM creation software
- Hunter Systems, School Minder
- Hunter Systems, Librarians Edge
- TypeToLearn
- Camtasia

#### Cloud Technologies

- Amazon
- Google
- 1and1

#### Content Management Platforms

- Moodle
- Joomla
- Word Press

## Summary

**Proven Information Technology Executive** with over 20 years of experience developing and executing Information Technology Strategies in alignment with corporate objectives. An established record as a technology innovator and catalyst for organizational growth and change. A history of improving efficiencies upwards of 50%. A keen ability to leverage current best practices in IT management to improve organizational performance and profitability. Experience building enterprise level infrastructures supporting environments in excess of 850,000 square feet. Experience building wide area networks supporting multiple campuses and global mobile users. Earned trust for wisely stewarding budgets in excess of 2 million dollars. Successful in reducing operating costs through consolidation and virtualization. Successful in increasing business continuity and availability through building redundant systems. Experience architecting cloud infrastructures and cloud based solutions. Successful track record of negotiating contracts and services. Proven ability to lead large technology development initiatives. A proven track record of building high performance technology teams. Successful in collaborating with global teams in order to implement solutions.

## Experience

### Hope Church, Memphis Tn.

*January 2013 – Present*

#### Director of Information Technology at Hope Church

*January 2013 – Present*

Oversee all aspects of Information Technology for Hope Church. Oversee the process engineering to help people connect effectively to the church.

- Migrated Hope Server Environment from a physical to virtual platform
- Standardized Hardware Acquisition Process
- Launched new online donor process that is tightly integrated to member database
- Implemented new core switching and wireless network platform across 400,000 plus square foot facility.
- Developed automated email link registration system to make it easier to members to register for and participate in services/events without having to enter their information.
- Standardized Core Infrastructure making it easier to contract with external/lower cost services for support.
- Developed online portal to facilitate the mobilization of volunteers and staff working remotely.
- Developed I.T. internship program
- Implemented private cloud environment to allow secure access from mobile devices.
- Currently Developing new mobile and remote strategy for staff and volunteers
- Currently developing new regional wide area network strategy to centralize support for all Hope sponsored locations in Memphis.

### Shelby Systems, Inc., Memphis Tn.

*March 2010 – October 2012*

#### Director of Technology Development at Shelby Systems

*March 2010 – October 2012*

Reported directly to Chief Executive Officer. Lead all aspects of technology strategy development, software development and infrastructure architecture for Shelby Systems.

- Lead development of Shelby cloud services initiatives.
- Oversaw 30 technology staff and management team members.
- Oversaw product development for next generation Shelby Products. This included but was not limited to Shelby's new browser based and cloud based non-profit financial management

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- Typo 3
- Elgg
- Custom

### Point of Sale, Retail Management

- Microsoft Retail Management System
- Micros
- IRT
- Intuit
- Custom

### Software Development Libraries and Languages

- Microsoft .Net
- Microsoft C#
- Microsoft Visual Basic
- Java Script
- JQuery
- JQuery Mobile
- CSS
- HTML
- AJAX
- PHP
- Telerik
- Infragistics
- Balsamiq
- Adobe Flash
- Adobe Air
- Microsoft Silverlight

### Software Development Management

- Microsoft Team Foundation Services
- Github
- Cruze Control
- Fog Bugs
- Redgate
- Neustar (Formally Browser Mob Website/server Load Testing
- Load Impact Website/Server Load Testing
- Selenium Load Testing

### Telecommunications/PBX

- Avaya
- Astrisk
- Digium
- Digium Switchbox
- Nortel

### Video Surveillance

- Axis
- Pelco

### Data Storage

- Digital Asset Management specializing in managing large media, (e.g. Video, Graphic).
- iSCSI SAN, Fiber Channel SAN
- Dell Equallic

- systems and Shelby's Arena Church Management System. Shelby Arena specializes in supporting enterprise sized churches in managing relationships with their members. Many of the largest churches and church denominations in America are Shelby Arena customers.
- Lead Technology Development life cycles and workflows. This included consistent tuning of structures and processes in order to maximize productivity and quality.
- Developed a formal technology strategy that included quarterly risk assessments and status reports that were presented to officers and other division directors. This technology strategy also included target long-term product initiatives.
- Restructured Technology Division of Shelby Systems to maximize product quality and development productivity.
- Implemented Agile SCRUM software development life cycle across the entire Technology Division at Shelby Systems.
- Reduced marketing costs by outsourcing e-commerce and hosting platforms that support the company's public website.
- Reduced Technology operating costs by updating, consolidating and virtualizing core server and storage infrastructure. This initiative included migrating all core data servers, file servers and application servers from a physical environment to a virtual environment.
- Developed and implemented a technology leadership training program to equip the next generation of leaders in Shelby's Technology Division.
- Launched Annual Developers Conference in order to train and equip Shelby "Developer Level" customers to develop on the Shelby Arena Platform.
- Improved event registration processes, and overall return on investment for Shelby events by outsourcing the technology used to manage the event.

## Willow Creek Community Church, South Barrington, IL July 1996 – December 2009

- **Ministry Director/Chief Information Officer at Willow Creek Community Church**  
*August 2001 – December 2009*

Lead all aspects of computer and telecommunication technology at Willow Creek Community Church, a large international charitable organization.

- Managed annual budget exceeding 2 million dollars
- Responsible for creating long-term I.T. strategies for technology innovation, technical support, infrastructure and software development.
- Implemented new custom enterprise management system in Microsoft .NET technology.
- Lead the organization from custom Oracle enterprise application to new Microsoft SQL Server based custom enterprise management system.
- Implemented Voice over IP telecommunications technology along with a regional wide area network. - Managed 20 staff and contractors, and over 70 volunteers.
- Oversaw 850+ computers/servers, a 1250 handset/50 seat call center Avaya phone system, a 300 FCC licensed radio network, an 850,000 square foot campus, 4 regional sites, 1 Cars Ministry, 1 Community Center and 1 wilderness camp.
- Lead organization in transitioning datacenter from physical servers to an enterprise virtual server environment.
- Implemented an IP based wide area network.
- Implemented Digital Asset Management systems with a Hierarchical Storage Environment
- Implemented Online Contribution System and e-commerce systems
- Implemented live and on-demand video streaming and high definition video conferencing systems
- Implemented low cost internet based video broadcast which saved a Willow Creek affiliate in Europe over 25,000 euro in their broadcasting budget
- Consolidated datacenter into a central virtual server environment
- Implemented Project Management Institute standards in project management and SDLC methodologies for software development
- Lead technology and support for remote staff and computer labs in Latin America and South Africa.
- Implemented SSL VPN Technology in order to enhance productivity for remote staff.
- Lead Migration from SCO Unix Point of Sale System to Microsoft Retail Management System in order to improve expansion of on-line ecommerce services and to support more

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- HP LeftHand
- Archion Fiber Channel
- Brocade Fiber Switch

### Nearline Data Storage

- Spectra Logic

### Tape Data Storage

- Dell
- HP
- Compaq

### Backup/Disaster Recovery

- Microsoft Data Protection Manager
- Computer Associates
- Kinetid Accelerated Cloud Backup
- Acronis

### Network Infrastructure

- Large Enterprise Network Architecture (Core Switching, Main Distribution Frame, Intermediate Distribution Frames, Network Segmentation)
- Multi-mode/Single-mode fiber
- Wide Area Networking (TCP/IP, Serial Connection, VPN, Ethernet)
- T568A/B Ethernet Configurations
- Load Balancing Technology
- High Availability Data and Application
- Cloud Architectures

### Wireless Technology

- Aruba
- Ruckus
- Cisco
- Linksys
- 3com
- Apple

### Server Hardware

- Dell (Blade and Rack Mounted Chasis)
- Supermicro
- HP
- Custom

### FCC licensed/repeated radio network

- Kenwood
- Motorola

### Routing

- Cisco
- Juniper
- Netopia
- 3Com

### Network Operating Systems

- Microsoft 2008R2 Server Enterprise
- Linux (Ubuntu, Debian, SUSE)

locations or retail bookstore. This expansion included over 50 checkout lanes across 4 retail locations.

- Implement Point of sale for new on campus coffee shop that included free Wifi.
- Implemented iSCSI SAN solution to expand hardware virtualization, data redundancy and performance
- Facilitated the Implementation of a Fiber Channel video SAN in the Video Production Department in order to consolidate and video editing work flows across 5 Final Cut Pro work stations.

### ○ Technology Support Supervisor at Willow Creek Community Church

*April 2000 - August 2001*

Lead all Network and Desktop technology initiatives, staff and volunteers.

- Transitioned Willow Creek from a 250 concurrent user Novell network to a 600 named user Microsoft network.
- Implemented and administrated Microsoft SQL server.
- Helped develop and manage the installation of a web based ticket distribution system to facilitate large events Willow Creek.
- Facilitated Custom Event Ticketing System in Microsoft Active Service Pages that processed up to 30,000 tickets in 24 hours.
- Implemented New Facility Scheduling Systems to schedule resources across an 850,000 square foot campus.
- Implemented New Helpdesk process and management system.
- Implemented Remote Desktop to enhance staff productivity while working off campus.
- Implemented Remote dial-up in order to enhance staff productivity while working off campus.
- Implemented 20 plus lane, SCO Unix based retail management/Point of Sale system with enhanced payment services that could process credit cards in less than 8 seconds. This system replaced and older FoxPro based custom Point of Sale Systems.
- Oversaw Micro based food service point of sale system that supported 12 lanes in an on campus food court.

### ○ Software Developer/Technology Support at Willow Creek Community Church

*April 1998 - April 2000*

- Developed and designed web solutions for Willow Creek's main website.
- Managed software and hardware installation projects, (e.g. Retail management/Point of Sale, Y2K)
- Managed 20 technical support volunteers
- Provided network and desktop technical support.

### ○ Production Director – Willow Creek Children's Ministry

*July 1996 - April 1998*

Oversaw volunteer teams and production technology for large group children's programs.

## Anvil Global Technologies, Inc

*April 2005 – September 2008*

### ○ Owner, President

*April 2005 – September 2008*

Provided Technology Services for small businesses in the Chicagoland area.  
Services Included but were not limited to:

- Multisite active directory implementation and administration.
- Network Infrastructure planning and administration
- Microsoft Exchange Implementation and administration
- Network Security Services

- Open BSD
- Mac OS Server
- SCO Unix

**Main Frame Systems**

- Unisys

**Desktop Operating Systems**

- Linux
- Microsoft Windows
- MacOS

**Mobile Platforms**

- iOS
- Andoid
- BlackBerry
- BlackBerry (BES)

**Web Server Platforms**

- Microsoft IIS
- Apache
- Apache Tomcat

**Ecommerce Platforms**

- AbleCommerce
- BigCommerce

**Payment Gateway Platforms (Credit Card/ACH)**

- TPI Payment Server
- Payflow Payment Gateway
- Authorize.net

**Database**

- Microsoft SQL Server
- **Oracle**
- MySQL
- Btrieve
- FoxPro
- Microsoft Access
- SAS

**Reporting**

- MS Reporting Service
- Crystal Reports

**Virtualization**

- VMware ESX
- Microsoft HyperV

**Desktop Virtualization, Remote Desktop and Published applications**

- Microsoft Remote Desktop/Publish Applications
- Citrix
- Ncomputing
- Novell Zenworks
- Spoon

**Network Security**

- SonicWALL Firwall
- Juniper Firewall

- Hosted Service Management
- Database Administration
- System Monitoring and Alerts

**Northwest Community Healthcare***June 1992 – May 1998*

- **Information Technology Consultant at Northwest Community Home Healthcare**  
*July 1996 - May 1998*

Developed and implemented technical and process solutions that allowed home care nurses to access and process medical records with notebook computers from the field. - Provided technical support as needed.

- **Technology Support Coordinator at Northwest Community Hospital**  
*November 1994 - July 1996*

Implemented departmental and enterprise based systems from operational to technical processes; analyzing, manipulating and securing data entities across the enterprise whenever necessary in order to provide information solutions; facilitated User Groups as needed; providing training as needed.

- **Information Systems Analyst at Northwest Community Continuing Care Center**  
*June 1992 - November 1994*

Set long-range information management, operational and technical goals to strategically position the Continuing Care Center within the Northwest Community Healthcare system. - Implemented a long-term healthcare management system to support state medical record requirements and day-to-day patient care operations. - Supported financial systems and developed a patient census tracking system. Provided desktop support and Novell Network/System Administration - Implemented Minimum Dataset (MDS) compliant healthcare management system for 150 bed sub-acute care facility.

**Groups and Associations**

- **Advisory Board Member – ITT Technical Institute, Cordova, TN** *2011 – Present*
- **Board Member – Glorious Light Church, Chicago, IL** *2007 - Present*
- **Advisory Board Member – Harper College, Palatine, IL** *2008 – 2010*
- **Board of Trustees Member – Trinity Oaks Christian Academy, Cary, IL** *2005 – 2010*

**Publications & Public Speaking**

- **CIO Insight Magazine**  
<http://www.cioinsight.com/c/a/Trends/Megachurch-Megatech/>
- **Church Executive Magazine**  
<http://churchexecutive.com/archives/churches-upgrade-connection/>
- **Intelligent IP Video Blog**  
<http://www.intelligentipvideo.com/?p=72>
- **International Shelby Conference Speaker – 2009, 2010**
- **MinistryTech Conference -2009**

- Netguard
- Nessus Based Security Scanning
- Snort Intrusion Detection
- Smoothwall
- Netgear
- Linked In
- Cisco

### Virus Protection

- Computer Associates
- McAfee
- Grisoft AVG
- Norton
- iAntiVirus (Mac)

### Authentication and Directory Services

- OpenID
- Active Directory
- LDAP

### Geographic Information Systems

- Esri ArcGIS
- Microsoft MapPoint
- Strikelron

### Survey Management

- Lime Survey
- ClassApps Select Survey

### Video Content Distribution

- Adobe
- Wowza
- Akamai
- VLC

### I.T. Management and Monitoring

- Manage Engine
- Spiceworks
- Microsoft System Center
- Symantec Ghost
- What's Up Gold

### Desktop Productivity Software

- Google Apps
- Microsoft Office
- Open Office
- Apple iWorks
- Microsoft Visio

### Content Creation and Design Software

- Adobe Creative Suite
- Adobe Acrobat
- Apple Final Cut Pro/Motion
- Techsmith Camtasia

## Charitable Services

Leadership and technology consulting services provided to organizations around the world.

- **Orange Mound Outreach Ministry, Memphis Tennessee.**  
Provide Leadership and Technology Planning and Support for Computer Lab, Website, Website Hosting and General Office Area. Implemented Google Apps to provide email calendar and document storage.
- **GoodSense Movement, Greater Chicago Area, Illinois**  
Provide technology leadership and support. Designed new website. Edited and delivered video content for website. Implemented Google Apps for email, calendar and document management
- **Glorious Light Church Church, Chicago, IL**  
Leadership and technology planning. Designed, developed and launched new website. Launched Google Apps to provide email calendar and document storage. Facilitated budget planning.
- **Iglesia Comunitaria Cristiana, Santa Domingo, Dominican Republic**  
Installed and Implemented Digium VoIP phone system.
- **Templo La Hermosa, San Sebastian, Costa Rica**  
Lead team from the United States and Dominican Republic to Install a 30 workstation computer lab with Ncomputing technology. Facilitated collection of requirements to write new open source church management system.
- **Iglesia Comunitaria Casa de Adoration, Guapiles, Costa Rica**  
Lead Team from the United States and Dominican Republic to install a 30 work station computer lab with Ncomputing technology.
- **Willow Creek Association, Germany**  
Developed lower cost alternative internet based broadcast system to replace expensive satellite large Leadership Conference to venues in other countries.