

MITCHELL K. R. TURNER, PMP

Driving organizational success through a continued focus on usability and customer perspective

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INFORMATION TECHNOLOGY EXECUTIVE

Chief Information Officer

Exceptional record of success in the management of information technology (IT), software development, e-Business, and e-Learning. Special expertise in implementing new programs, driving innovation, and formulating strategic plans and roadmaps. Excels at aligning technology functions with business goals to maximize ROI. Adept at building and leading top-performing teams, directing large-scale website redesigns and updates, and managing multimillion-dollar projects. Previous consulting and contract management experience. Certified Project Management Professional.

Core Competencies:

Program/Project Management ■ E-Commerce ■ SDLC Management ■ Strategic Planning ■ Process Automation Policy & Procedure Design ■ Regulatory Compliance ■ Workflow Optimization ■ Financial Analysis ■ Testing Web Development ■ Organization Change Management ■ CRM Systems ■ Technology Deployment

SELECTED ACCOMPLISHMENTS

- Moving 90-person company to fully remote operations in zero time with no notice and no cost, with full computer, collaboration tools, and office communication presence, in response to pandemic.
- Implementing new cloud-centered IT support architecture, saving \$170K per year while improving IT responsiveness, security, and reliability.
- Overseeing information systems and software development for the NRO's Operational Support Office.
- Increasing productivity and reducing OSO costs \$0.8M per year by consolidating software management from five contracts to one and implementing consistent processes for use by 400 installations worldwide.
- Establishing the e-Business/e-Learning practice for Domain Technologies and growing it to \$3M.
- Architecting and directing development of \$1M ecommerce website using Great Plains ERP system.
- Directing the planning, design, and launch of e-commerce and CRM-integrated website for a brand-new non-profit organization spun off from HSLDA.
- Facilitating a 5x increase in donations at HSLDA by leading a redesign of the main website.
- Growing HSLDA's email list 33% by integrating Eloqua marketing automation suite into the website.

PROFESSIONAL EXPERIENCE

NATIONAL DEFENSE INDUSTRIAL ASSOCIATION (NDIA), Arlington, VA

October 2016 – Present

Assistant Vice President, Information Technology

Senior Director, Information Technology

Leading all IT strategy, infrastructure, website development and operations, and business application support activities for NDIA and four subsidiary organizations. Responsible for a \$2.2M IT budget serving an organization of 105. Leading twenty staff and matrixed contractors. Functionally the CIO and CISO, reporting to the EVP.

- Moved 90-person company to fully remote operations in zero time with no notice and no cost, with full computer, collaboration tools, and office communication presence, in response to pandemic.
- Implemented new cloud-centered IT support architecture, saving \$170K per year while improving IT responsiveness, security, and reliability.
- Conceived and led to delivery a data import tool that saves 0.6 year technical labor annually.
- Led delivery of eight affiliated organization websites in Sitecore CMS.
- Moved 70-person organization IT infrastructure to new office, fully operational in one business day.
- Led implementation of GDPR compliance efforts.
- Implementing Acumen Business Intelligence and Higher Logic Community systems.
- Leading efforts to meet NIST and CMMC security standards.

MARKETING GENERAL INC., Alexandria, VA

June – October 2016

Senior Information Technology/Information Services Manager (Temporary)

Led ground-up IT cleanup, reorganization, and strategy development for 80-person marketing firm. Supervised tech support, Avaya phone system, multiple Hyper-V servers, and Sage ERP. Supported main and remote offices and remote workers.

INETRESULTS, Hamilton, VA

2015 – 2016

Director of IT, Business and IT Strategist, Systems Integrator

Provided IT management, agile project management, and web development and marketing services for individuals, federal agencies, non-profits, and businesses. Evaluated customer needs and develops solutions with internal and out-sourced resources. Developed business and marketing strategies.

- Developed business strategy and website requirements and specification for internet startup company.
- Developed complete Moodle Learning Management System (LMS) site for large homeschool co-op.
- Personally developed and maintained more than 20 multi-media websites for clients.
- Acquired key clients such as SunTree LLC, TimePlex Federal Systems, Polyfusion Electronics, Tel3 Communications, American College of Bankruptcy, Harvester PCA, and Phillips for Congress.

HOME SCHOOL LEGAL DEFENSE ASSOCIATION (HSLDA), Purcellville, VA

2006 – 2015

Director of Web Services

Oversaw the strategy, management, and implementation of multiple public-facing and intranet sites for this non-profit advocacy organization. Member of the Marketing Committee that led the development of marketing and technology plans designed to increase membership and donations. Provided support for main site and special websites that together accounted for \$5M in annual transactions and 500,000-plus visits per month. Hired, trained, and supervised five web developers and managed project teams of up to 20 persons, including graphic designers. Administered a \$350,000 budget.

- Facilitated a 5x increase in donations at HSLDA by leading a redesign of the main website.
- Enabled a 2% increase in membership acquisition by creating an affiliate program.
- Grew HSLDA's email list 33% by integrating Eloqua marketing automation suite into the website.
- Reduced a backlog of work 83% by implementing a new ticketing system.
- Improved user experience and usability by spearheading two complete redesigns of the main website. Updates included usability testing, CRM integration, a third-party store, and SQL Server databases.
- Directed the design and launch of five new websites to support programs using agile project management.
- Directed the planning, design, and launch of e-commerce and CRM-integrated website for a brand-new non-profit organization spun off from HSLDA.
- Increased website traffic and brand visibility by directing the design and implementation of the largest online marketplace for homeschoolers to buy and sell materials.
- Led the design and implementation of an innovative system that enabled social media sharing of emails, thereby increasing the reach of all information.

ECPI COLLEGE OF TECHNOLOGY, Manassas, VA

2002 – 2006

Assistant Department Head, Computer Information Systems (2003-2006)

Web Design & Programming Major Coordinator (2003-2006)

Instructor (2002-2006)

Took over the web design and computer programming curricula in addition to instructing web design and development, web servers, programming, and applications for the accredited degree program. Subject-Matter Expert for MS Office. Planned course loads and instructor schedules for a 20-person department.

- Implemented technology improvements that enabled students to create servers and host websites in virtual environments as part of academic training.
- Led several major curricula updates to meet changes in the industry.
- Cut staffing needs 10% and optimizing course scheduling by implementing a scheduling database.

DOMAIN TECHNOLOGIES, Arlington, VA

1999 – 2002

Director, e-Business & e-Learning Practice

Established and managed the e-Business/e-Learning practice for this consulting firm. Served on the Senior Management Team and assisted in developing strategic plans, \$8M corporate budget, and personnel policies. Actively involved in identifying target markets and formulating policies, procedures, and job descriptions. Supervised up to 15 developers on projects. Prepared responses to RFPs. Hired and trained personnel.

- Increased total practice revenues to 12.5% of Domain Technologies' annual business.
- Project managed million-dollar website using high-end application server and development technologies, including Microsoft Commerce Server and Great Plains Enterprise Resource Planning (ERP) system.
- Drove business growth by expanding market presence and introducing new technologies and skills.
- Led the design of end-to-end e-Commerce sites for startup and existing companies, with real-time warehouse management, integrated fulfillment processing, online transaction processing, secure order administration, and other innovative features.
- Directed a high-profile project to evaluate portal market space for a Navy medical information portal and provided an innovative strategy to increase visibility through online communities.

NATIONAL RECONNAISSANCE OFFICE, Chantilly, VA

1994 – 1998

Deputy Director, Resource Management, Operational Support Office

Maintained all information systems and oversaw software development for this department within the NRO. Managed software upgrades, maintenance, and software deployments for 400 sites worldwide. Supervised a staff of 45. Held responsibility for 560 networked computers and workstations. Administered an operations and maintenance budget of \$6M for hardware and software. Led Y2K compliance efforts. Held TS/SCI clearance.

- Increased productivity and reduced costs \$0.8M per year by consolidating software management from five contracts to one and implementing consistent processes for use by 400 installations worldwide.
- Streamlined information access capabilities by creating and implementing a department intranet.
- Improved efficiency by automating logistics, procurement, and various data management processes.
- Planned and successfully directed move to new location of the entire organization, including all computers, a working demonstration center, and networks at three classification levels.

CAREER NOTES: Previously served as an **Electronic Warfare Officer** and **Operations Officer** in the US Navy.

EDUCATION

MS in Systems Technology, Naval Postgraduate School, Monterey, CA
BS in Computer Science, US Naval Academy, Annapolis, MD

ADDITIONAL INFORMATION

Certifications

PMI Project Management Professional (PMP)

Affiliations

- Project Management Institute (PMI) (2005–Present)
- Ordained Elder, Ketoctin Covenant Presbyterian Church (2011–Present)
 - Secretary of Board of Directors, responsible for records and minutes (2013–Present), Treasurer (2022–)
 - Teacher and counselor, financial counselor
- Board Member, Institute for Uniting Church and Home (2007-2010)

Interests

- Certified Swimming Referee for summer swim league
- Finance and investing
- Electronics and appliance/outdoor equipment repair
- Interior construction and remodeling
- Have had Letters to the Editor published in the *Washington Post Magazine*, *San Diego Union*, *San Jose Mercury News*, *Leesburg Today*, *Purcellville Gazette*, *Burke Times*, *Burke Connection*