

# 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 – Web Director – IT Director – Vice President*

Exceptional record of success in the management of web services, computer information systems, e-Business, e-Learning, and software development operations. 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 ■ Process Optimization ■ Financial Analysis ■ Testing  
Web Development ■ Configuration Control ■ CRM Systems ■ Presentations ■ Technology Deployment

## SELECTED ACCOMPLISHMENTS

- Facilitating a 5x increase in donations at HSLDA by leading a redesign of the main website.
- Enabling a 2% increase in membership acquisition by creating an affiliate program.
- Reducing backlogged work 83% at HSLDA through a new ticketing system.
- Establishing the e-Business/e-Learning practice for Domain Technologies and growing it to \$3M.
- Increasing total practice revenues to 12.5% of Domain Technologies' annual business.
- Leading several major curricula updates at ECPI College of Technology to meet changes in the industry.
- Cutting staffing needs 10% and optimizing course scheduling by implementing a scheduling database.
- Overseeing information systems and software development for the National Reconnaissance Office's Operational Support Office.

## PROFESSIONAL EXPERIENCE

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

2006 – 06/2015

### Director of Web Services

Oversaw the 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.

- 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 and spin-off organizations.
- 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 Associates 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.

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 internet project that encompassed high-end application server and development technologies.
- 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 \$3M for hardware and software. Led Y2K compliance efforts.

- Increased productivity and reduced costs 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.

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

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## EDUCATION

**MS in Systems Technology**, Naval Postgraduate School, Monterey, CA

**BS in Computer Science**, US Naval Academy, Annapolis, MD

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## ADDITIONAL INFORMATION

**Certifications:** PMI Project Management Professional (PMP)

**Affiliations:** Project Management Institute (PMI)

**Technical Skills:** MS Office, Project, Visio, Dreamweaver, Fireworks, PHP, JavaScript, HTML, CSS, JQuery, Drupal CMS, SQL, SQL Server, Eloqua Inbound Marketing and Bulk Email System, IIS, Active Directory, Raiser's Edge CRM, Google Analytics, web development, Windows, Mac OS, and more