OFFICE OF THE MAYOR
Jacob A. Woodford
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TO: Common Council

FROM: Mayor Jacob A. Woodford

DATE: November 12, 2021

RE: Information Technology Director Recommendation

The Information Technology (IT) Department has been under the interim leadership of Finance Director Tony Saucerman since the previous IT Director's resignation in May 2021. Following completion of the Human Resources (HR) Director search and amid the ongoing Health Officer search, the IT Director search was launched in August to fill the vacancy. After diligent recruitment efforts on the part of our HR team, I am pleased to recommend an exceptional candidate for the role.

The candidate holds a BA in Computer Science from Lakeland University and AA in CIS-Computer Programming from Fox Valley Technical College. He is certified in ITILv3 Foundations, establishing best practice processes for delivering IT services to an organization's customers. He was also a certified instructor for the Wisconsin Technical College System and is a past president of the Northeastern Wisconsin Chapter of the Association of Information Technology Professionals.

The candidate has over 30 years of IT technical and leadership experience in the automotive and healthcare industries. He has led organizations through the transition of various technology upgrades, including the conversion from mainframe applications to windows and cloud-based environments.

In his current role, he has served for over 20 years as the Director of Information Technology for Bergstrom Holdings, which employs over 1,600 people at more than two dozen statewide subsidiaries that include automotive dealerships, fleet management services, real estate holdings, and a food and beverage recreational facility.

It is my honor to recommend for your consideration Corey Popp to serve as the City of Appleton's next IT Director. His resume is attached for your reference.

Please be in contact should you have any questions or concerns.

Corey Popp

poppcorey@gmail.com

Seasoned IT leader delivering high-quality, reliable IT shared services to fifty-five brands across two dozen subsidiaries

- ITILv3 Foundations-certified IT director accountable for the overall service portfolio of a holding company and its diverse list of subsidiaries
- Reporting directly to C-level executives
- Diverse industry background: finance, leasing, insurance, retail, automotive, warranty, wholesale, food & beverage, healthcare, and education

Work Experience

Director of Information Technology

Bergstrom Holdings, Inc.

2000-present

Oversee all IT strategic planning, project management, staffing, and day-to-day operations for Bergstrom Holdings and its subsidiaries, which include Bergstrom Automotive, one of the nation's largest automotive retail groups ($1B+); Bergstrom Fleet Management; Bergstrom Properties; Express.Cars; and The Plaza at Gateway Park.

- Direct internal and external IT teams including hiring, training, and contracting.
- Oversee day-to-day activities and ensure continual improvement of IT operations and the service desk by maintaining an operations bridge, while routinely surveying KPIs to reduce mean-time between failures.
- Collaborate with company stakeholders, business units, and subsidiaries to align the IT strategic plan and roadmap to the corporation's business goals and initiatives.
- Ensure IT shared-services are purchased and billed back to subsidiaries according to agreed upon terms.
- Create a vision of future systems; research and pilot new technology and IT architectures; migrate successes from the project portfolio to the service portfolio.
- Merge acquired businesses and start-ups into existing IT operations by consolidating telecommunications, networks, databases, data interfaces, equipment, policies, and procedures.
- Oversee all cyber security and industry compliance. Develop and maintain business continuity and disaster recovery plans.
- Build and maintain relationships with suppliers, vendors, OEMs, and other third parties including the management and monitoring of service level agreements.

Skills	Flexible, collaborative, creative, and patient mentor and coach
	Strategic planning, direction, and oversight
	Project planning, goal-setting, and task delegation
	Google Workspace, AWS, Azure, UKG Pro
	WAN/LAN/wireless, telephony, and other IP concepts
	Cyber security, PCI, point-of-sale, and consumer privacy compliance
	Service desk, IT operations, and capacity management
	Vendor relationship management
	Financial management
	x86 hardware, Windows, SAN, NAS, LECs, MNOs
	IBM S390 MVS, RS6000 AIX, AS400 OS400
	Outstanding written and verbal communications

Education

Lakeland University
Bachelor's Degree
Computer Science

Fox Valley Technical College
Associate Degree
Computer Programming

Certifications

ITILv3 Foundations
Issued June 15, 2018

Certified Instructor, Wisconsin Technical College System
Issued Sept 2007 - Expired Sept 2012