Thomas J. Banks

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SKILLS

- **Design:** User interface, user journey and process flow, wireframing, prototyping, user testing for design iteration, digital audio/video production, print design and production, front-end web development
- **Web Technologies:** HTML, CSS, JavaScript, jQuery/jQuery Mobile, Bootstrap, PHP, WordPress, SQL
- **Software:** Atlassian Suite, Adobe Creative Cloud, Basecamp, Workfront, Final Cut Pro, MS Visio, Mac OmniGraffle, Lucid Chart, Balsamiq, Tumult Hype, Axure Pro, SQL Server Management Studio, Google Docs
- **IT Business Process:** Service Organization Control (SOC) 2, Agile Software Development

PROFESSIONAL EXPERIENCE

Department of Behavioral Health — Washington, DC — 08/2017-present

Chief Information Officer

- Provide leadership and management over day-to-day operations of the DBH IT program such as design, implementation, and support of complex computer applications in accordance with federal regulations
- Work in conjunction with the Chief Operating Officer to develop new products and software while maintaining budgetary restrictions established by DBH
- Oversee user acceptance testing and product configuration to meet customer requirements while in production

Centene Corporation — Bethesda, MD — 01/2014 – 06/2017

Director, Information Technology

- Led IT teams supporting mission critical automated PII/PHI member data file delivery assurance at a scale of roughly 5,000 inbound/outbound files per month
- Managed issue triage and escalation for member portal through Workfront and JIRA in collaboration with a rapid response software development team
- Oversaw monitoring, issue response, and communication for enterprise systems including planned changes, unplanned outages, change regression, and member reported SOC production incidents

LiveHealthier — Bethesda, MD — 01/2010 – 12/2013

Director, Technical Operations

- Revamped employee hiring process and increased business strategies and employment to nearly 200+ employees prior to buy out by Centene Corporation in 2015
- Built a team of web producers to develop digital interactive content, configure company's software products, and manage vendor data integration with company's proprietary health and wellness member platform
- Participated in the development of new products and administrative functionality using an Agile framework, authoring functional requirements, performing user acceptance testing, and configuring products to meet customer requirements in production

EDUCATION

The University of Baltimore — Baltimore, MD — Expected Graduation: 05/2020

Doctoral Candidate, Information and Interaction Design (D.S.)

Temple University — Philadelphia, PA

Master of Science, Globalization and Development Education

University of Baltimore County (UMBC) — Baltimore, MD

Bachelor of Art, English (Communication and Technology)

Permission granted to use resume for sample from UB student – name and contact information changed to protect privacy.