

## Kenneth James Ries

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Recognizing the importance of people in the process of planning, deploying, and maintaining the systems that serve them.

## SUMMARY

I am a customer-focused technical leader who drives project realization from its initial vision through its completion. I connect individuals, teams, and foster collaboration to align business processes with information system solutions, drive technical strategy, and develop and shepherd teams through every phase of the technology lifecycle.

I am an expert at architecting and delivering complex, secure, enterprise applications, large scale hosting platforms, and networks, and am comfortable working within a wide variety of frameworks, including ISO, NIST, Agile, and ITIL.

I am an excellent communicator who leverages technical, business, and organizational acumen to articulate vision, strategy, processes, needs, and outcomes to diverse groups of stakeholders. I employ value-based decision making with a commitment to the mission and vision of the organization, as well as a personal commitment to excellence, diversity, and opportunity.

## PROFESSIONAL OVERVIEW

### CHIEF INFORMATION OFFICER -

**Midwestern Higher Education Compact, Minneapolis, MN**

**March 2016 to Present**

Cloud First | Data Visualization | Public Procurement | Customer Relationship Management

### CIO/DIRECTOR, INFORMATION TECHNOLOGY AND SECURITY

**Pine Community and Technical College, Pine City, MN**

**November 1997 to March 2016**

Service Management | Information Security | Business Process Alignment | Public/Private Partnerships

### DIRECTOR, JOHNSON CENTER FOR SIMULATION

**Pine Technical and Community College, Pine City, MN**

**July 2014 to March 2016**

Agile Development | DevOps | Virtual/Augmented Reality | Grant Management

### CHANCELLOR'S FELLOW

**Minnesota State Colleges and Universities, St. Paul, MN**

**December 2013 to July 2014**

Strategic Planning | Public Speaking | Leadership | Consensus Building

### MANAGER OF TECHNICAL ASSISTANCE

**United Health Group, Minneapolis, MN**

**January 1996 to November 1997**

Infrastructure | Enterprise Support | Staffing | Budget Management

## EDUCATION

- Mitchell Hamline School of Law: Graduate Certificate, Cyber Security and Privacy Law
- Concordia University: M.A. Leadership, 4.0 GPA.
- University of Minnesota: B.S. Technical Education, 3.99 GPA, Pi Lambda Theta

## CERTIFICATIONS

- (ISC)<sup>2</sup>: Certified Information Systems Security Professional (CISSP)
- COMPUTER TECHNOLOGY INDUSTRY ASSOCIATION: Certified Technical Trainer, A+ Technician
- MINNESOTA STATE BOARD OF ELECTRICITY: Power Limited Technician

## PROFESSIONAL EXPERIENCE

### CHIEF INFORMATION OFFICER

**Midwestern Higher Education Compact, Minneapolis, MN**  
*March 2016 to Present*

- Developed and implemented a cloud-first strategy, leveraging Microsoft Azure, Dynamics, Office 365, and other services to reduce local infrastructure needs, saving over 40% annually in IT costs while improving service levels and increasing functionality.
- Created a data reporting infrastructure that leverages Microsoft's stack to provide real-time reporting and analytics to measure program and initiative performance and give critical insight for decision making.
- Utilize collaborative sourcing to generate revenue, deliver cost savings, minimize risk, and save time on technology purchases for institutions in member and partner compact states resulting in annual cost savings exceeding \$25m while generating more than \$800k in revenue annually.
- Supervise a technology advisory practice serving commissioners, state legislators and agency staff, and institutional and system leaders across the region through convenings, research, programs, and contracts. Areas of focus include information security, infrastructure, academic technologies, and leadership.

### CIO/DIRECTOR, INFORMATION TECHNOLOGY AND SECURITY

**Pine Community and Technical College, Pine City, MN**  
*November 1997 to March 2016*

- Provided user-focused information technology service management (including helpdesk and training) for students, staff, and faculty. Ensured continuous quality improvement through a formal process leveraging ITIL and ISO/IEC 20000 standards to analyze, develop, execute, and evaluate information systems service offerings. Ensured overall data integrity, availability, and confidentiality. Assessed information security risks, designed and implemented controls, monitored results, developed information security policy, procedures, and guidelines, and built a security-aware culture through student and staff development efforts. Was responsible for user

rights management, disaster recovery, business continuity planning, PCI compliance, physical security, and operational security.

- Aligned business processes with information system solutions. Assisted individual departments in evaluating unique needs and implementing appropriate solutions via a thorough knowledge of business analysis and design principles, strong technology skills, and an excellent working knowledge of all facets of operations.
- Provided fiscal management. Managed departmental personnel and operational budgets, negotiated leases and purchases, and assured that the department met its budget targets.
- Supervised information technology services staff. Recruited, hired, oriented, trained, managed, and disciplined staff, created staff development plans and position descriptions, determined work priorities, and gave technical guidance and mentorship to staff and other technical specialists.

### DIRECTOR, JOHNSON CENTER FOR SIMULATION

**Pine Technical and Community College, Pine City, MN** •  
*July 2014 to March 2016*

- Led a team in the creation of immersive virtual reality and serious games that impart real-world skills, information, and knowledge to meet the needs of public and private sector clients including the Department of Defense, the Department of Education Northern Iowa University, Graco, Benedictine Health Systems, the University of MN, and Dupont.
- Oversaw an Agile development process leveraging a variety of programming languages including Java, C++/C#, PHP, and Python; graphic arts and animation applications including Adobe Photoshop/Illustrator/Flash, and Solid works; and 3D animation and game development software including 3d Studio Max, Maya, Unity, and Ogre3D
- Authored and managed grants through the National Science Foundation, Department of Education/FIPSE, Department of Labor/TAACCCT, and National Institute of Health

## CHANCELLOR'S FELLOW

**Minnesota State Colleges and Universities, St. Paul, MN**

**December 2013 to July 2014**

- Served a seven-month fellowship charged with leading the System of the Future workgroup, which consisted of members of the Board of Trustees, Chancellor's cabinet, college and university presidents, union leadership, faculty, students, and staff.
- Examined the impact of changing student demographics, technology, funding, and the demands placed on Minnesota State system by legislators, faculty, and students. Developed a set of strategies to ensure that the Minnesota State system remained relevant, competitive, and able to meet the educational and workforce development needs of the state.
- Preliminary recommendations were presented to the Board of Trustees June 2013. The period of June 2013 through September 2013 was devoted to broad discussion and consultation and the Minnesota State Board of Trustees adopted final recommendations in October 2013.

## MANAGER OF TECHNICAL ASSISTANCE

**United Health Group, Minneapolis, MN**

**January 1996 to November 1997**

- Maintained a worldwide multi-server, multi-platform network environment. Supported development and production environments and managed application roll-out from development to production in a 2500 user environment.
- Supported mission critical infrastructure for Optum (nurse line), URN (transplant services), and Health Management Information Systems business units. Responded to network emergencies and served as the escalated emergency contact for support staff nationwide.
- Developed web-based data warehouse of support information for use by end users and support staff nationwide.

## EDUCATION

- Mitchell Hamline School of Law: Graduate Certificate, Cyber Security and Privacy Law
- Concordia University: M.A. Leadership, 4.0 GPA
- University of Minnesota: B.S. Technical Education, 3.99 GPA, Pi Lambda Theta
- Century College: Associate of Arts, 4.0 GPA, High Distinction, Phi Theta Kappa
- Dunwoody/NEI College of Technology: Certificate, LAN Administration
- MOR Associates: Certificate, MOR Leaders Program
- University of MN/MnSCU: Certificate, Leadership Development Institute

## CERTIFICATION

- (ISC)<sup>2</sup>: Certified Information Systems Security Professional (CISSP)
- COMPUTER TECHNOLOGY INDUSTRY ASSOCIATION: Certified Technical Trainer, A+ Technician
- MINNESOTA STATE BOARD OF ELECTRICITY: Power Limited Technician
- SCUBA SCHOOLS INTERNATIONAL: Advanced Open Water Instructor, Multiple Specialties
- DIVERS ALERT NETWORK: Instructor: Oxygen Administration, Neurological Assessment, First Aid for Marine Injuries, and Basic Life Support
- NOVELL: Certified Novell Instructor, Engineer, and Administrator.