

George D. Pugh

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IT Manager

Strategic Change Management • Innovative Project Manager • Creative Leadership

Strategic partner offering over twelve years of IT and project management experience with an emphasis on process reengineering, risk mitigation and thought leadership as a strategist and individual contributor.

Core Competencies

- Risk Management
 - Project Management
 - Resource Manager
 - Process Optimization
 - Change Management
 - Strategic Communications
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Volunteer Experience

2006 Director - Connexions Lofts Condo Association
2007 President - Connexions Lofts Condo Association
2007 Member Friends of the shelter - Franklin County Dog Shelter
2008 Director – The Exchange Urban Lofts Condo Association
2009 Director - Connexions Lofts Condo Association
2010 Secretary - Connexions Lofts Condo Association
2012 Member – Downtown Dog Park Association

Professional Experience

1/2011 – present

Nationwide - Infrastructure and Operations

Local Change Manager

Facilitate governance and execution of the Change processes within the Infrastructure and Operations Tower. Oversee daily IT change activity and interpret and present change trends to executive management

Selected Key Achievements:

- Redesigned the enterprise IT change request process to assess the risk of potential end user impact on a change by change basis
- Prepare reports and facilitate weekly executive change review meetings

10/2007 - 01/11

Nationwide - Information Risk Management

Compliance Consultant

Effectively lead remediation efforts for various control issues as well as standing up, enforcing, and testing the controls associated with Sarbanes Oxley and the Model Audit Rule.

Selected Key Achievements:

- Managed a portfolio of projects related to IT Internal Audit Findings successfully closing 30 Control Issues on time
- Implemented a Lotus Notes database application for 25 application areas spanning PCIT and NSC decreasing audit times by 30%
- Lead an effort to asses and mitigate the risk associated with 22,000 un-owned and inappropriately managed generic IDs

10/2005 - 10/2007

Nationwide Corporate Applications

FOCUS Project (Finance IT) - Specialist Process Management – Change/Release Manager

Primarily responsible for creating, enforcing, and improving change management procedures to ensure code reliability and audit compliance across multiple development areas.

Selected Key Achievements:

- Lead an effort to install and integrate Version Control, via Harvest, for the Finance Focus project
- Designed, Developed, Tested, and Implemented a Lotus Notes application to automate and streamline the Transmittal change request process, for the Finance Focus project
- Worked with release and project management to tie project management change requests, and defect tracking, directly to the change request system

07/2003 - 10/2005

Nationwide Financial IT

Production Assurance - Specialist Systems engineering and administration – Configuration/Release Management Administrator/Configuration Management role supporting 30 developers in the variable life area of business in both integrated testing and production environments.

Selected Key Achievements:

- Served as a lead for a team of engineers
- Coordinated all major releases from test to production.
- Acted as a liaison between business and technical areas to identify enhancements to test environments and service procedures
- Served as a single point of contact for application/environment support
- Trained and documented production flow trouble shooting and disaster recovery procedures

06/2000 - 07/2003

Nationwide Financial IT

Variable Life Systems - Programmer/Analyst

Designed and developed solutions to improve process efficiencies for financial agents, brokers, underwriters, and actuaries. (COBOL and UNIX environment).

- Lead migration from flat files to Oracle

05/1999- 06/2000

Nationwide Property and Casualty IT

CLASS Systems - Programmer

Focused support and development efforts for Claims across 3 key areas: 1) XP workstations; 2) Middleware (UNIX concentrator running MQ series); and 3) Server (AS/400).

- Participated in the roll out and support of the Class Plus Application

Education and Certifications

- B.S. in Business Administration (specialization in Management Information Systems), Bowling Green State University
- CRISC Certified (Certified in Risk and Information Systems Control)
- ITIL Foundations

References

Bill Snider, Infrastructure Delivery Leader – 614-249-0799

Tom Source, Director Marketing Information Management – 614-249-6978

Bob Bober, Senior Consultant IT Strategy – 614-249-2794

Heather Christmas-Okuley, Financial Business Advisor – 614-249-3977