

Martin N. Wentworth

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HEAD OF INFRASTRUCTURE

VISIONARY ● TRANSFORMATIVE ● STRATEGIC

Experienced IT leader with 20+ years of progressive responsibility and a strong record of delivering on operational and business objectives. Adept at planning and executing complicated initiatives that introduce technical innovation and bring business value. Successfully executes acquisitions and service integrations with minimal operational disruption. Enthusiastic about fostering cross-functional alliances and building high-performing teams to achieve company goals.

SKILLS

Leadership | Strategic Planning | Continuous Improvement | Staffing & Training | Cross-Functional Collaboration
Team Development | Relationship Building | Change Management | Agile Methodologies | Acquisition Integration
Budgeting & Forecasting | Performance Management | Organizational Transformation | Vendor Management
Financial Oversight | Stakeholder Relations | Operational Support

EXPERIENCE

UMBC Health System – Baltimore, MD

11/2017–Present

Nation's largest, ~2000-employee, 380-bed non-profit provider of mental health, substance abuse, special education, developmental disability, and social services, generating \$400M in annual revenue.

Sr. Director, IT Infrastructure and Operations (01/2021–Present)

Direct Reports 6 | Indirect Reports 34 | Capital Budget \$2.5M | Operating Budget \$3.2M

Architect, plan, and execute technology solutions that support business goals for executive and clinical stakeholders. Develop long-term roadmaps for acquisitions, staffing, training, and budgeting across enterprise technology landscape. Champion change management and cross-team collaboration to ensure seamless integration and project execution. Identify and implement technical innovations and cost-savings opportunities to accomplish business transformations. Manage Cloud, Desktop, Network, Support, and Data Center Services.

- Cross-collaborated with executive, clinical, and public safety leadership to architect and execute a 5-year capital and operational plan, and technological footprint for new Baltimore Area 85-bed hospital.
- Drove three-year initiative to integrate seven separate teams into a single service delivery model, resulting in \$1M+ savings on lower-cost non-profit Microsoft Office 365 licenses.
- Strategically transformed four support service knowledge bases to single cloud-based instance of Confluence. Simultaneously expanded self-service access to employees for ticket submissions, generating \$37K+ in vendor and license cost savings.
- Integrated team of 60 system engineers, support technicians, and data analysts from four acquired shared service organizations into single instance of Jira Service Management.
- Professionalized Information Security Office with penetration testing, automated vulnerability scanning, upgraded policies, and enhanced controls to ensure the confidentiality, integrity, and availability of 7,500+ PCs, mobile devices, servers, network appliances, and medical devices.
- Delivered Single Sign-On (SSO), identity management, and new enterprise directory, which integrated with HR, Finance, and Facilities, reducing employee onboarding time by 78%.

Director, IT Operations (11/2017–12/2020)

Direct Reports 4 | Indirect Reports 25 | Capital Budget \$2.5M | Operating Budget \$3.2M

Enhanced and managed technology operations and infrastructure for 5,100+ employees at two hospitals, several schools, and multiple outpatient facilities. Budgeted and oversaw data center operations, servers, enterprise storage solutions, LAN/WAN, Help Desk, and end-user computing solutions. Served as lead and subject matter expert for technical landscape and resource planning for integration of acquired companies, as well as consultant to executive and clinical stakeholders for technology strategic planning.

- Reorganized functional teams into Help Desk, Network Infrastructure, and Data Center groups to establish accountability, align resources, and improve productivity.
- Enhanced financial forecasting, budgeting, and control over hardware procurement by implementing request justification process, device tracking, and five-year depreciation schedules.
- Achieved ~16% reduction in operational costs through vendor-negotiated hardware discounts.
- Architected least-costly solution for extending operational support from 10x5 to 24x7 hours. Implemented employee self-service and restructured Tier 1 and Tier 2 responsibilities to sustain 24x7 response.
- Spearheaded comprehensive review and renegotiation of software licenses, subscriptions, and vendor contracts, resulting in total annual savings of \$735K.

Consortium Health Plans – Columbia, MD

03/2001–10/2017

Market research firm providing actuarial analytics, marketing strategies, consultant relations, and clinical solutions for Blue Cross/Blue Shield companies.

Director, Platform Services (08/2015–10/2017)

Direct Reports 3 | Indirect Reports 1 | Capital Budget \$1.5M | Operating Budget \$850K

Developed and executed strategy for efficient operations of corporate technical systems with a team of system engineers, service desk specialists, and contract workers.

- Worked toward Health Information Trust Certification (HITRUST) certified status for technical operations and applications to meet stringent security, privacy, and HIPAA requirements.
- Rolled out Software Asset Management program that inventoried software assets, tracked licenses, and negotiated purchase pricing, reducing operating expenses by 25%.
- Acted as key contributor and consultant for cross-organization implementation of business intelligence and dashboard products for use with nationwide healthcare claim data.

Technical Services Manager (10/2009–08/2015)

Led team of system administrators to engineer and maintain technology services, including servers, network devices, enterprise applications, and end-user support. Reported on team accomplishments and priorities, and ensured alignment with organizational goals. Researched and proposed technical solutions for business issues.

- Conceptualized and directed enterprise-wide desktop virtualization project, resulting in a three-year capital cost reduction of \$400K for end-user computing.
- Authored and disseminated written policies for acceptable use of corporate technology assets.
- Managed initiative to reduce physical server footprints by 92% with VMware virtualization technology, lowering data center operating costs by \$70K annually.
- Architected the successful co-location of data center operations from a Tier 1 to a Tier 4 facility with minimal down time.

Multiple System Administrator and Network Engineer roles – (06/1991–10/2009)

TECHNICAL SKILLS

Productivity/Collaboration Tools | Azure Cloud Services | Identity Management | Backup/Disaster Recovery | Operating Systems | IT Asset Management | Relational Database Systems | Security Tools | Cybersecurity Tools
Telecommunication Systems | Virtualization Software | Network Technologies | Service Management Software

EDUCATION AND CERTIFICATION

M.S. in Computer Information Systems | University of Phoenix | Columbia, MD
B.S. in Computer Science | Towson University | Towson, MD
Certified Information Systems Security Professional (CISSP) | ISC2 | Certificate #999999
Certificate | The Disciplined Agile Experience Workshop | Disciplined Agile Consortium

LEADERSHIP/VOLUNTEERISM

Jehovah Worship Center | Chief Information Officer | Baltimore, MD | 2002 – Present