|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Don Orban

|  |  |
| --- | --- |
|  | Valparaiso, IN 46385 |

|  |  |
| --- | --- |
|  | 773.340.1119 |

|  |  |
| --- | --- |
|  | don.orban@gmail.com |

 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Professional Summary** |

|  |  |
| --- | --- |
|  | Driven leader with a unique and valuable blend of technical, communication, team leadership, and strategic planning skills. Recognized for propelling organizations forward by managing client expectations and bridging gaps between business and IT teams. |

 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Skills** |

|  |  |  |  |
| --- | --- | --- | --- |
|  |

|  |  |
| --- | --- |
| * Business / Strategic planning
* Issues resolution
* Performance monitoring
* Team leadership
* Time / Risk management
* Verbal and written communication
 | * Analytical skills
* Technical acumen
* SDLC / Agile
* Software development
* Database experience
* UI/UX
 |

 |

 |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Work History** |

|  |  |
| --- | --- |
|  | PRODUCT MANAGER IoT & Digital Commercial Solutions *07/2022 to Present***HITACHI GLOBAL AIR POWER (formerly Sullair) | MICHIGAN CITY, IN**Responsible for identifying and translating customer needs and business objectives into functioning applications. Serve as the main point of contact for HGAP’s AirLinx® IoT platform.**Key Accomplishments:*** Identified and resolved edge device configuration problems - improved the percentage of devices reporting metrics from 22% to 98%.
* Simplified registration from two-step to single-step process.
* Identified and monitored multiple KPIs for platform.
* Created VoC survey to elicit customer feedback. Shared results with management team.
* Created multi-phased roadmap for consolidating internal applications to simplify user journeys and allow for resource pooling.
* Updated KPI dashboards to maintain standardized reporting.

PRODUCT MANAGER *11/2021 to Present (Advisory)* **ALLOY MECHANICAL INC. | LANSING, IL**Worked with owner to design, plan, and develop a roadmap that integrated Augmented/Mixed Reality (AR/MR) technology into the business operations of an established Engineering and Mechanical Services company. |

|  |  |
| --- | --- |
| Shape, circle  Description automatically generated | DIRECTOR OF IT *06/2011 to 09/2021* **INTERMEDIUS | CROWN POINT, IN**Spearheaded IT operations, including program and product management, software development, user support, security, and disaster planning for company with multi-million-dollar state and private-sector contracts in healthcare / human services.**Key Accomplishments:*** Responsible for overall direction of IT resources, programs, and projects.
* Collaborated with stakeholders / SMEs to gather and distill requirements.
* Presented collected data directly to the executive team and client stakeholders.
* Bridged communication gaps between clients, executive team, and IT to build trustful relationships.
* Managed multiple SaaS product lines contracted to support the State of Indiana's case management, complaint investigation, incident reporting, and mortality review activities.
* Directed development, planning, prioritization, and implementation of nationally deployed B2B and B2C solutions.
* Established product SLAs and KPIs.
* Embedded design principles for improved UI/UX and SEO.
* Identified product risks and mitigations.
* Represented IT in Compliance reviews with executive management team.
* Drove company to add over $24M in revenue through management of multiple IT programs and SaaS products.
* Reduced delivery times and improved product consistency through the adoption of an agile, rapid-prototyping methodology and application frameworks.
 |
|  | WEB DEVELOPMENT MANAGER *04/2010 to 05/2011* **TECHNOMIC | CHICAGO, IL**Designed and managed web properties for leading research and consulting firm in the foodservice industry.* Contracted to implement updated version of website with data products available via online subscription.
* Hired full-time to enhance and maintain system based on success.
* Integrated SEO and KPI collection tools to review effectiveness of campaigns.
* Improved front-end product navigation with admin tools enabling product information and pricing management.
* Managed development of phone-based app to provide stripped-down view of products in a customized browser.
 |

|  |  |
| --- | --- |
|  | WEB DEVELOPMENT MANAGER *07/2002 to 04/2010* **FIRST INDUSTRY REALTY TRUST | CHICAGO, IL**Designed, managed, and maintained website and intranet for publicly traded real estate investment trust (REIT) specializing in buying, selling, and renting space in industrial warehouses. Reported to CIO.* Created HR “self-service” functionality in company intranet to capture and report time and attendance, vacation, and benefits, reducing inquiries submitted to HR.
* Slashed payroll management time from 4-5 days to < 4 hours by replacing a paper-based process with an automated reporting system.
* Coordinated with marketing team to implement updated corporate design.
* Created admin tool to integrate property photos and data for display.
* Designed online tools to facilitate HR recruiting / interviewing / onboarding processes.
* Awarded Employee of Year in 2005 for successfully re-launching intranet and building solid relationships between management, marketing, and IT.
 |

 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Education** |

|  |  |
| --- | --- |
|  | Master of Business Information Technology **DePaul University, Chicago, IL** * Graduated in top 2% of class
* Upsilon Pi Epsilon honor society
 |

|  |  |
| --- | --- |
|  | Bachelor of Arts | English**Indiana University Bloomington, Bloomington, IN** * Member - IU Cycling Club
* Founding Member - of IU Film Club
 |

 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Portfolio** |

|  |  |
| --- | --- |
|  | * https://donorban.com
* https://www.linkedin.com/in/donorban
 |

 |

.