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|  | Don Orban   |  |  | | --- | --- | |  | Valparaiso, IN 46385 |  |  |  | | --- | --- | |  | 773.340.1119 |  |  |  | | --- | --- | |  | don.orban@gmail.com | |

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| **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. | |

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| **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 | | |

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| **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. | |

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| **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 | |

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

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