



# Don Urban

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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.

## SKILLS

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

## **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>