

Patricia T. Nguyen

Englewood, CO 80111 | patricia.t.nguyen@outlook.com | 720.324.5203 | <http://www.linkedin.com/in/pnguyen>

SENIOR TECHNOLOGY & OPERATIONS EXECUTIVE | CIO | COO

Driving Growth, Scale & Profitability into Organizations via Technology & Operations Transformation

Visionary technology and operations executive with deep experience driving value to business bottom-line through IT innovation, process optimization, growth and cost-savings initiatives. Background includes business leadership roles spanning IT, operations, HR, finance, and office administration in private sector (banking, healthcare, technology), public sector, and non-profit organizations. Dedicated coach and mentor; empathetic people leader with a proven history building and leading high-performance teams to operational excellence.

- ✓ **Rebuilt IT team and modernized technology stack** to transform performance and capabilities of the State Gaming Commission, contributing to launch of 2 new casinos and online sports wagering supported by more nimble, cost-effective IT organization.
- ✓ **Led strategic projects and change management programs** to optimize value generation and operational effectiveness for all IT services and administration functions within the Environmental Agency.
- ✓ **Managed 501c3 IT business operations**, capturing significant operational cost savings within 3 months.
- ✓ **Modernized higher education IT operations and technology ecosystem** in collaboration with university system CIO.

Professional Experience

State Gaming Commission, Englewood, CO

01/2018 – Present

Chief Information Officer | CIO

Recruited to shape and execute strategic plan transforming IT into enterprise-class organization delivering on corporate and gaming technology objectives. Scaled team from 4 to 17 members, leading all aspects of IT operations, PMO, enterprise architecture, infrastructure, networking, data and data center, service delivery, mobility, hardware procurement, software development and licensing. Served as Chief Information Security Officer (CISO), directing IT security policies, controls, compliance, DR/BCP procedures, as well as monitoring, testing, and compliance of more than 5,000 electronic gaming devices (EGDs).

- ✓ **Rebuilt IT team and modernized full technology stack** by replacing legacy environment with Azure Gov Cloud ecosystem, SaaS services and applications, unified communications and collaboration (UCaaS), and fully redundant network topology with SD-WAN.
 - Created remote work capability that allowed for rapid and seamless transition during pandemic onset.
 - Championed migration to Azure Cloud in conjunction with consolidation of data center operations.
- ✓ **Turned around perception of IT** across the organization, gaining Trusted Advisor status with C-suite executives and functional leaders.
- ✓ **Stood up software development function** in 2022 with Agile and DevOps practices embedded into team, which has developed and released 2 new applications with multiple innovative solutions in pipeline development.
- ✓ **Generated millions in value and savings** through innovation, optimization, process improvement, services rationalization, and vendor negotiations. Earned award for excellence in leadership, collaboration, and integrity.
- ✓ **Served instrumental role in 2 casino openings and launch of sports wagering** in Pamona, facilitating state-wide wagering policy development as well as technical compliance and security for openings at MGM Resorts and Colorado Hotel.

Colorado Energy Office (CEO), Englewood, CO

12/2013 – 12/2017

Director of IT Operations & Technology, 2015 – 2017

IT Operations & Administration Director, 2013 – 2015

Brought in as IT Administration Director and earned promotions within CEO to IT leadership roles of increasing scope and accountability. Led up to 4 supervisors and 20 team members with \$10M+ budget supporting 3,500+ users across 6 state agencies. Oversaw IT operations, business and technical delivery services, IT support and service desk, financial planning, procurement, IT contracts and vendor relationships.

- ✓ **Transformed IT organization** into cost-effective centralized support function, reducing operating costs and headcount by 27% while improving productivity and performance metrics, including 21% response time improvement despite 74% increase in tickets submitted due to expanding support services across systems, network, infrastructure, and applications.
- ✓ **Led portfolio of nearly 60 strategic projects** with on-time/on-budget completion rate of 95% and included large-scale data center consolidations, system implementations, security patches, operational improvement initiatives, and more.
- ✓ **Served as Chief Procurement Officer and IT Security Officer** supporting enterprise systems and bi-annual compliance audits.

Professional Experience (Continued)

Service Management Software, Inc., Englewood, CO

12/2012 – 12/2013

Business Operations Manager | Technology Administrator

Led day-to-day business operations for software firm, including finance, payroll, sales, marketing, HR, and other functions impacting employees, customers, vendors, and partners. Also served as IT administrator for data/web platforms, cloud services, and applications.

- ✓ **Championed cloud enablement** with migration of applications and services to Rackspace managed cloud environment.

Dental Offices, Englewood, CA

11/2010 – 05/2012

Regional Business & Operations Manager

Oversaw operations and financial performance of multi-site business regionally. Directed various business functions spanning HR, payroll, finance, marketing, office administration, patient management, as well as all clinical and non-clinical operations.

- ✓ **Drove revenue and profit attainment surpassing business objectives** through adoption of innovative improvement strategies.
- ✓ **Elevated organizational culture** region-wide using motivational style and ensuring employee recognition for excellence.

Select Additional Experience

Rocky Mountain PBS Educational Foundation, IT Business Operations & Client Services Manager

Colorado University, Director, Program Office

University Management Company, Compliance Analyst

ColoradoBank, Head of Operations / Head Service Associate

- ✓ Led all aspects of IT business operations for non-profit (501c3) educational foundation, including finance, training, procurement, asset management, budgeting, software licensing, and contract administration. Captured \$25K in cost savings in first 3 months.
- ✓ Transformed IT organization in collaboration with Colorado University CIO and led strategic initiatives to modernize technology stack and infrastructure; improve IT operations, services KPIs/SLAs, and administration; and expand business capabilities.
- ✓ Ensured SOX and SEC compliance through trade activity monitoring, database management, and regulatory reporting.
- ✓ Oversaw team of 10 in financial cash management and settling of \$450K+ daily at ColoradoBank.

Education & Credentials

Doctor of Business Administration (DBA), In Progress

National University

Master of Business Administration (MBA) in Information Technology

Colorado University – Sigma Alpha Pi: National Society of Leadership & Success

Bachelor of Science in Business Administration (BSBA) in Management

Colorado University – Beta Gamma Sigma: International Honor Society

Associate of Arts (AA) in Liberal Arts

Colorado Community College – Magna cum Laude

Certified ScrumMaster (CSM) | Customer Center Administrator Certification
2017 CO Excellence in Technology: Leader in Digital Government Award | 2021 Industry Award

Select Events & Speaking Engagements

Optimizing the Workforce & Workplace of Tomorrow | IT Trends in the Commonwealth
Career Planning & Interview Techniques Seminar | IT Modernization: Finding the New While Keeping What You Have