

# Patricia T. Nguyen, MBA, CSM

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## SUMMARY OF QUALIFICATIONS

- Proven record of achievement in reducing costs, streamlining operations, stakeholder satisfaction, creating business strategies and how best to leverage technology.
- Results-oriented leader offering a solid background in business administration, with over twenty years' extensive hands-on experience in quality business operations, finance and information technology.

## CORE COMPETENCIES

- Business Solutions / IT Operations
- HR/Finance/Operations Management/Procurement
- Program & Project Leadership
- Vendor Relations
- Strategic Planning
- Team Leadership

## EXPERIENCE

01/2018 – PRESENT

STATE GAMING COMMISSION, *Englewood, CO*

### Chief Information Officer

Overview: Recruited to develop and implement strategic information technology plan. To optimize and realign operations for creation of an enterprise class organization to support both corporate and gaming technology objectives.

- Oversaw technical compliance and security activities related to the opening of MGM Colorado and Colorado Hotel.
- Performed comprehensive analysis of existing IT organizational structure, developed and executed realignment plan for optimal efficacy.
- Migrated all users to Microsoft O365, Azure and SharePoint Online providing standardized computing equipment.
- Launched UCaaS solution providing flexible and on-demand communications applications.
- Develop investment strategies related to cost benefit analysis of software, hardware, maintenance, and emerging technologies.
- Collaborate with departmental heads on how best to leverage technology to achieve Commission business and objectives.
- Develop internal controls, security, procedures and business continuity plans.
- Oversee monitoring, testing and compliance of all electronic gaming devices (EGDs) in CO Casinos.
- Serves as Chief Information Security Officer developing, maintaining and implementing IT security policies, standards and guidelines.

10/2015 – 12/2017

COLORADO ENERGY OFFICE (CEO), *Englewood, CO*

### Director, IT Operations and Technology, CSM, SCPO

Overview: Promoted to manage 4 supervisors and 20 support staff that deliver technical and business services to six agencies comprised of over 3500 users across the state of Colorado.

- Conducted in-depth analysis of IT Technology and Operations resulting in organization realignment, system refinement and significant cost savings.
- Streamlined the IT functions by separating support tasks, creating new leadership.
- Reduction of FTEs by 27% (\$1.2MM savings), realized reduction in Average Response Time by 21%, increase in submitted Tickets by 74%.
- Decreased inventory, application pricing, and licensing expenses by establishing standardization for applications, infrastructure, PC desktops/laptops and networking systems.
- Consolidated multiple data centers into two active-active data centers with VNX, VMware, VxRail, NSX and Data Domain technology to further streamline IT operations, staff's capacity and better SLAs.
- Oversaw more than 58 projects of various sizes resulting in an on time, on budget completion rate of 95%.

- 07/2015 – 10/2015      **Director, IT Operations, CSM**
- Overview: Dir. IT Administration promoted to include management of IT Service Desk.
  - Streamlined the IT functions by separating support tasks, creating new leadership.
  - Established higher standards, new job profiles and cross training programs.
  - Managed annual budget valued at \$10.5MM to support IT requirements of the six agencies
  - Acted as Secretariat Chief Procurement Officer
- 12/2013 – 07/2015      **Director, IT Administration**
- Prepare and monitor annual budget valued at over \$10MM to support IT requirements of the six agencies and Secretariat in conjunction with input from Secretariat and Agency Chief Financial Officers and SCIO.
  - Monitor expenses and conducts daily review and approval of transactions.
  - Prepares, executes and manage all service, leasing, contractor and vendor agreements for the IT Department.
  - Serve as Department Security Officer for all statewide enterprise systems including bi-annual audits and reports to Controller.
- 03/2013 – PRESENT      SOFTWARE SOLUTIONS CORP., *Englewood, CO*  
**Founder**
- Founder of IT and Business Operations consulting corporation targeted to sole proprietorships and small-medium businesses.
- 12/2012 – 12/2013      SERVICE MANAGEMENT SOFTWARE, INC., *Englewood, CO*  
**Business Operations Manager**
- Responsible for management and administration of Human Resources, Business Operations, Payroll and Accounting for employees, contractors, partners, vendors and customers.
  - Applications Administrator on Rackspace, Exchange, Nextiva, SalesLogix,
  - Data and Web administration, Marketing and Sales administrator.
- 11/2010 – 05/2012      DENTAL OFFICES, *Englewood, CO*  
**Regional Manager**
- Achieved business goals, revenue and profitability objectives through a respectful, ‘outside the box’ thinking and motivational style for three offices.
  - Tracked operational and financial vitals on a monthly, quarterly, and annual basis, to show trends, to recognize successful performance by staff members, and to improve the financial health of the practice.
  - Responsible for management of human resources, payroll administration, financial, marketing, patient management and clinical/non-clinical operations for all offices.
- 06/2010 – 11/2010      ROCKY MOUNTAIN PBS EDUCATIONAL FOUNDATION, *Englewood, CO*  
**IT Business Operations and Client Services Manager**
- Management of payroll, financial, vendor, client management operations, training coordination and communications activities for the department.
  - Developed and managed IT Operating and Capital budgets, prepared reports within various financial and administrative systems.
  - Tracked and managed all software and hardware maintenance contracts for IT Operations.
  - Oversaw inventory/asset management, purchasing/procurement, IT Chargebacks, \$25K savings in first three months.
  - Served as liaison to PBS departments to assist in understanding and utilizing IT services including IT chargeback rates and rate calculation methodology.
- 04/2007 – 05/2010      COLORADO UNIVERSITY, *Englewood, CO*  
**Director, Program Office**

- Successfully consolidated and re-organized IT Department with CIO to better align and maximize resources to achieve strategic vision.
- Assisted with the design, analysis and reporting of institutional information from multiple data sources.
- Provided management and oversight of various projects of an analytical and/or operational nature.
- Liaison to Human Resources, Business Office and Purchasing on technical and non-technical needs.
- Developed and maintained IT Operating \$4.5MM and Capital budget, financial records, reviewed and evaluated all technology purchases for Institution.
- Served as Interim Director of Customer Support and Infrastructure; implemented procedures and protocols during that time to improve SLAs.
- Responsible for management and administration of Human Resources, Business Operations, Payroll and Accounting for employees, contractors, partners, vendors and customers.
- Conducted in class and online training using SCORM content and Blackboard.

2003– 2007

UNIVERSITY MANAGEMENT COMPANY, INC., *Englewood, CA*

**Compliance Analyst**

- Monitored personnel trading activities to ensure adherence to corporate limits and regulations.
- Created and generated reports that facilitated auditing and tracking of personal trade compliance for the Compliance Committee in accordance with Sarbanes-Oxley.
- Managed Restricted and Universal Tobacco Lists via Bloomberg and IRRC for internal and external managers.
- Researched and responded to all counterparty inquiries for compliance, legal and tax documentation.
- Administrator of in-house contract database (Contract Management System).
- Monitored foreign and domestic holdings for specific country reporting triggers; coordinated the development of database to track, maintain and update holding rules from various countries.
- Generated, analyzed and updated all SEC filing reports; worked with outside counsel on SEC filings.
- Managed external audits of company's holdings and counterparty account activity in compliance with Sarbanes-Oxley.
- Developed notification database to facilitate confirmation of counterparty account holdings.

2001– 2003

COLORADO BANK, *Englewood, CO*

**Reporting and Post-Closing Analyst**

- Designed and developed database to house current and historical loan data.
- Developed SQL/VBA based macros to generate daily calculation reports on commercial loan portfolios.
- Verified and resolved loan closures in accordance to bank policies and regulations (BSA, FCRA, HMDA, CRA, KYC, USA Patriot Act etc).
- Utilized ONEPOINT information system to generate reports detailing future actions required for current loans.
- Produced and provided ONEPOINT and BISYS reports to the upper level executives and the Board of Directors, and presented them at the weekly senior management meeting of the Bank.
- Assisted and coordinated internal and external audit of Commercial Credit Department

2000 – 2001

RIVERDELTA NETWORKS, INC., *Tewksbury, MA*

**Office Manager**

- Managed team of six: comprised of administrative assistants and support staff.
- Administrator of intraoffice repository database.
- Balanced and reviewed corporate cash flow statements.

- Generated monthly actual, budget and forecasting reports.

1997 – 2000

COLORADOBANK, *Englewood, CO*

**Head Service Associate, Head of Operations**

- Managed team of ten; controlled over \$450,000 in cash daily, and settled according to bank's requirements.
- Proficient in completing CTR's (Currency Transaction Reports), SAR (Suspicious Activity Reports) and knowledgeable in the BSA (Bank Secrecy Act).
- Trained prior Bank employees within Englewood area onto ColoradoBank Operations Systems.

**EDUCATION**

**MBA, Information Technology; *National Society of Leadership and Success: Sigma Alpha Pi***  
Colorado University, *Englewood, CO*

**BSBA, Management; *International Honor Society: Beta Gamma Sigma***  
Colorado University, *Englewood, CO*

**Associates Degree in Liberal Arts; *Magna Cum Lau***  
Colorado Community College, *Englewood, CO*

**SPEAKING**

*Optimizing the Workforce and Workplace of Tomorrow*, 2017 Digital Gov't Summit 09/2017

**ENGAGEMENTS**

*Workforce of the Future Roundtable*, 2017 MA Digital Gov't Summit 09/2017

*IT Trends in the Commonwealth*, Bentley University, CIS Sandbox, 11/ 2016

*Seminar on Career Planning/Interview Techniques*, Everest Institute, Graduating Class, 10/2011

**COMPUTER SKILLS**

Proficient with various Microsoft operating systems, Microsoft Office Suite applications, Active Directory, Lotus SmartSuite, GroupWise, LexisNexis, Track-It, OnePoint, BISYS, Datawarehouse, CTI Examiner, Bloomberg, IntraDoc, SQL, Sybase, VBA, Crystal Reporting, FSC/HARSMAC, MMARS, CommBuys, Datatel, ImageNow, Blackboard, Campus Cruiser, FRX, Paychex, Quickbooks, Rackspace, Exact Target, Contao, Saleslogix, Adobe Acrobat.

**AWARDS/**

**2017 Colorado Excellence in Technology**, Leader in Digital Government, 09/27/2017

**CERTIFICATES**

**Customer Center Administrator**, CTC-021609-E-03, Absolute Software, 02/16/2009

**Certified ScrumMaster (CSM)**, ScrumAlliance, 06/05/2015

**ACTIVITIES**

County Commission on the Status of Women 2021-PRESENT

Cultural Council, City of Englewood 2017-2018

Floor Warden, Energy and Environmental Affairs 2013-2017

Soroptimist Member, Colorado Valley 2013-2018

Somebody Cares Colorado 2010-2017

Deaconess, First Baptist Church 2012-2013

Open Hearts Ministry 2009-2013

Member, President's Commission: AHANA 2009-2010

Advisor, Student Organization: Caribbean Student Network, Colorado University 2008-2010

Member, Suffolk Sustainability Committee, Colorado University 2008-2010

Floor Warden, Office of Health and Safety, Colorado University 2007-2010

Floor Warden, University Management Company, Inc 2004-2007

Starfish Reporter (FISH Philosophy), First Colorado Bank 2001-2003