

Frank E. Broering

- Work Experience** KEMBA Financial Credit Union Columbus, OH 2003-present
- Director of Network Services** Jan. 2023-present
- Currently manage a team of 3 help desk technicians and 3 systems and network staff
 - Implemented a new ITSM to improve internal operations
 - Research and provide strategic guidance for technology solutions at the credit union
 - Speak and present on topics including strategic direction, artificial intelligence, and data analytics and business intelligence
- Sr. Manager of Network Services** Aug. 2021-Jan. 2023
- Led security and technology audits and implemented recommendations to improve operations and security posture
 - Developed 3 associates to take on new technology roles within the credit union
 - Implemented an ITM kiosk and technology for several branches
 - Responsible for migrating server infrastructure from on-premise to private cloud
 - Migrated core banking system from inhouse to managed service provider
- Technology Manager** Jan. 2014-Aug. 2021
- Managed a team of 2 help desk technicians and 3 systems and network staff
 - Moved 2 datacenters and switched to a new network provider for all locations
 - Led team to provide network and infrastructure for 2 new branch locations.
 - Redesigned and rebuilt infrastructure to address deficiencies and provide more resiliency and redundancy
 - Strengthened security posture by implementing many new solutions and addressing deficiencies
 - Provide reporting and metrics to Sr. Management and the board
 - Involved with Disaster Recovery, Business Resumption, and Incident Response teams
- Assistant IT Manager** Jan. 2011-Jan. 2014
- Managed a team of 2 other developers
 - Responsible for many IT development projects and integrations
 - Provided second-tier support for help-desk tickets affecting our core processing system
 - Developed new relationship pricing program
 - Developed new credit card rewards program
 - Implemented debit card rewards program
- Systems Programmer** Nov. 2005-Jan. 2011
- Developed a web application to pull ChexSystems information from a web service to help automate internal processes and provide automatic decisioning
 - Helped develop and implement new products such as Health Savings Accounts
 - Trained and provided leadership to others in department
 - Assisted with data center conversion
 - Provided solutions on core processing system
 - Provided second-tier support for help-desk tickets affecting our core processing system
 - Assisted moving to a new corporate headquarters, switching phone systems, and writing code for a merger
- Systems Engineer** Jan. 2005-Nov. 2005
- Developed a cost center web application using .NET for the internal staff to view their monthly expenses
 - Wrote reports and provided solutions in our core processor's report generator language
 - Analyzed and thoroughly documented our nightly processing job stream
 - Wrote scripts to help automate daily tasks and provide other solutions
- Systems Operator** Aug. 2003-Jan. 2005
- Responsible for daily processing of financial files
 - Repaired computer equipment
 - Provided first tier help desk support
 - Assisted in migration to a new imaging system
 - Assisted in building a new branch and with tasks for 2 mergers

Huntington National Bank Columbus, OH 2000 – 2003

Customer Service Representative

- Processed transactions including deposits and cash withdrawals
- Answered customer questions and provided excellent customer service
- Accountable for up to \$15,000 on a daily basis
- Achieved the best balancing record for 2002 at my office

MicroCenter Columbus, OH 2000

Computer Technician

- Installed, repaired, and upgraded computers
- Answered customer questions
- Provided recommendations on repairs
- Diagnosed computers in triage

Education

DeVry University Columbus, OH June 2003

Bachelor of Science in Computer Engineering Technology

GPA: 3.86/4.00 – Dean's list 9 out of 9 semesters

Key Courses and Skills:

- Computer Programming and Software Design in C/C++ and Java including Object Oriented Programming, Operating Systems, and Distributed Systems
- Communication Skills, Social Sciences and Humanities
- Data Communications and Networks
- Over 500 hours lab time
- Senior Project – was team leader to design an exercise tracking system which combined Visual Basic, a database, SQL, C++ and assembly code

Permaculture Research Institute 2013

Permaculture Design Certificate

Dale Carnegie Course 2011

Skills

Effectively leads others

Strong ability to investigate a problem and provide a long-term solution

Effective communicator

Technical skills including SQL, powershell, XML, HTML, Windows Servers, Linux, AIX, SIEM, Vulnerability Management, Office365, Automation tools, VMWare, backups, monitoring tools, and many more

Able to analyze processes and provide recommendations to automate and streamline

Interests

Member on the Pataskala Planning and Zoning Commission since April 2020

Scouts

- Cubmaster of Pack 4026 in Summit Station
- Assistant Scoutmaster of Pack 4100 in Kirkersville
- Wood Badge Leadership Training – 2022
- Green Bar Training - 2023

Second degree black belt in Chun Kuk Do

Raising chickens for eggs and meat and growing a large garden for vegetables and fruits.