John G. Leslie

919 Nolder Drive, Lancaster, Ohio, 43130
Phone: 614-596-4118
E-mail: jgleslie@gmail.com

Professional Profile

- Strong advocate of situational and servant leadership.
- Outstanding productivity as a leader in variety of industries including Fintech and manufacturing
- 27 years of experience in implementations, operations, ETL and software development, and management.
- Strongly self-motivated, enthusiastic, and profit-oriented with a focus on recommending cost-effective solutions.
- Diplomatic and tactful leader that maintains a balance between company objectives and employee needs to ensure a positive, productive workplace.
- Highly perceptive with proven ability to pinpoint problems, provide creative solutions and follow through to resolution.
- Outstanding communication and presentation skills; equally effective working independently or collaboratively in a team effort.
- Exceptional interpersonal communication, leadership, analytical, and organizational skills.

Experience

Fiserv
7/2011 to Present
Director, Software Development, Professional Services/Implementations

- Hands-on, technical leader for a delivery team that migrates financial institutions into an online banking platform along with ancillary products including mobile banking (Android & IOS), bill payments, and many other integrations. My team consists of Software Developers, Quality Assurance Analysts, and Application Support Engineers. Below are some of the major accomplishments under my leadership:
  - Pre-sales and post-sales client consulting and support.
  - Client advocate with internal Fiserv teams including Product, Development, and senior leadership.
  - Enabled $30M in revenue per year for the business unit. Per project total contract value ranged from $5K to $200M.
  - Participated in 175+ net migrations into the platform with about 5 million users.
  - Oversaw around 150+ projects annually including net new implementations and add-on products.
  - Oversaw many high-profile implementations including First Hawaiian Bank, Nationwide Bank, Salem 5 Cents Bank, Associated Bank, New York Community Bank, and Golden 1 Credit Union. Golden 1 was the largest migration into online and mobile banking with over 750,000 users.
  - Extensive interaction with Product, Development, IT, and Support to build workflow processes to enhance the customer implementation experience.
  - In 2018, I was temporarily reassigned to staff another online banking implementations team and was charged with hiring approximately 100 software developers, quality assurance analysts, and business systems analysts in 3 countries.
  - Managed 5 to 150 associates in multiple locations including multiple U.S. locations, Costa Rica, India, and full-time remote.
  - Annual associate satisfaction survey – 100% Manager Effectiveness rating each year, less 1 year in which I received a 92%.
  - Averaged an 86% customer satisfaction rating for 2020 and 93% for 2021.
  - 2020 and 2021 Annual Review – "Exceeds Many" performance rating.

Manager, Technical Application Consulting/Technical Account Management (Fiserv) - 2015

- Responsible for client facing support for online and mobile banking, with associates in Dublin, Ohio, Alpharetta, Georgia, and Hillsboro, Oregon.
- Team supported 60 online banking clients (2 million users) and mobile banking product (5 million users) serving 9 internal business units.
- Served as an escalation point for client issues often conversing directly with c-level banking executives.
- Joined incident bridges as necessary to assist clients and support staff.

Software Developer (Fiserv) - 2011-2015
- Migrated financial institutions into Corillian ASP online banking and CheckFree bill pay.
- Developed customized ETL packages to automate the data migration – Visual Studio.
- Consulted with clients to discuss file specifications, migrated data, and exception reporting.
- Performed product troubleshooting including log gathering and error interpretation.

Columbus Castings - Director of Enterprise Systems
12/99 to 7/2011
- Senior leadership team member responsible for the Information Technology department.
- Worked with various business units to provide best in class services including but not limited to HR, timekeeping, payroll, accounting, and enterprise resource planning.
- Managed vendor contracts including IBM, Dell, and Cisco.
- Managed numerous system upgrades and migrations:
    - Token Ring to Ethernet network topology
    - Novell to Windows AD network operating system
    - Cisco switches and routers
    - Novell Groupwise to Microsoft Outlook
    - IBM Mainframe ERP to Odyssey by B&L Information Systems
- 100-acre campus connected with a mix of copper and fiber optics.
- Linux web and DNS servers.
- Watchguard firewall devices.
- Mobile device management.

The Cognitive Consulting Group – Technical Consultant
7/99 to 12/99

IBS Consulting - Network Engineer
9/98 to 7/99

AirTouch Cellular (Verizon) - Systems Administrator
2/97 to 9/98

The Frank Gates Service Company - Software Developer
10/94 to 2/97

Education

Ohio Dominican University
- Bachelor of Science in Business Administration

Walden University
- Master of Science in Industrial and Organizational Psychology

Harvard Business School
- CORe Credential of Readiness
    - HBX CORe (Credential of Readiness) is a 120-150 hour certificate program on the fundamentals of business from Harvard Business School. CORe is comprised of three courses - Business Analytics, Economics for Managers, and Financial Accounting – developed by leading Harvard Business School faculty and delivered in an active learning environment based on the HBS signature case-based learning model.