



Pat O'Connor

Fractional Technology Executive

About Pat

Pat O'Connor is a detailed and skilled business and IT transformation leadership executive with over 30 years of experience in software development, database/systems analysis, business analysis, program and project management, automation, organizational maturity, change management, SaaS, governance and compliance, and more. As a fractional executive, Pat has worked in numerous industries, making him a jack-of-all-trades, able to assess and strategize for any business. He's passionate about continued education, with an understanding that everything in technology is constantly evolving and embraces the opportunity to learn and implement something new with each project. Throughout his experience, he's found that mentorship, training, and making people feel motivated and appreciated are keys to leadership success. Pat calls himself a GSD (Get Stuff Done) Executive, always ready to jump

How Pat has Helped Optimize Business Performance

- **Global software development** – Led the CRM consolidation of 13 different sales businesses into one large, global, cross-functional team. Defined the vision, current state, and future state requirements for an end-to-end, standardized, and automated Opportunity to Cash process, utilizing a best of breed solution approach. Included detailed process diagrams, RACI charts, use cases, data flow diagrams, and reporting/governance requirements.
- **SaaS solutions** – Implemented a full-cycle solution for a major professional services automation (PSA) and software solutions firm. Completed business process analysis and documentation for related business functions, created requirements documentation, led feasibility study, vendor selection, and supported contract negotiations. Once a solution was finalized, trained 20 staff in resource scheduling, time and expense entry, invoicing, and reporting to ensure successful launch and usage of solution.
- **Payroll and time management implementations** – Directed the incorporation of Kronos Workforce Central Suite for a municipality, encompassing all employees in the region. This included HR, timekeeping, payroll, and ID terminals with biometric verification. This transition moved the city from manual (paper and pencil) timekeeping and requests to a fully automated system. Saved the city both money and time across the board while also ensuring accurate timekeeping and employee pay.
- **IT maturity assessment** – Conducted an IT maturity assessment for a major metropolitan area, utilizing COBIT, ITIL, and other frameworks to determine current state and desired future state of IT maturity for focused IT processes including governance, strategic planning, performance, service desk, and information architecture. Delivered an action plan and road map based on importance and priority, helping the city move to higher levels of process maturity as part of the overall IT strategic plan.

Expertise

Industry Experience

- Energy & Utility
- Enterprise Software
- Finance/Fintech
- Healthcare
- Higher Education
- Manufacturing
- Professional services
- Nonprofit
- Risk Management

Specialties

- Call Centers
- Business Process Outsourcing (BPO)
- Data Center Operations Management
- Customer Relationship Manager (CRM)
- Cybersecurity
- Digital Transformation
- IT/Business Alignment
- Mentoring/Training and Development
- Change Management
- Risk Assessment & Compliance
- Software Product Management
- SaaS
- Automation

Contact Information

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Technology Leadership Experience

- Sr. Manager, Globant IT Services, Tucson, AZ
- President/CEO, O'Connor Consulting Services, Inc., Tucson, AZ
- Principal Consultant, Expanets, Tucson, AZ
- Practice Director, eBusiness Systems Integrators, Inc., Tucson, AZ
- Director, Siebel Systems Practice, Oxford Solutions, Tucson, AZ
- Director, Client Solutions, Keane, Inc., Tucson, AZ
- Project Manager/Consultant, The Fourth Tier, Inc., Tucson, AZ
- Application Systems Analyst III, Artisoft, Inc., Tucson, AZ
- Student Information Systems Coordinator, Pepperdine University, Malibu, CA

Clients and Companies Served

- The University of Arizona
- Pepperdine University
- Artisoft, Inc.
- The Fourth Tier, Inc.
- Keane, Inc.
- Oxford Solutions
- eBusiness Systems Integrators, Inc.
- Expanets
- O'Connor Consulting Services, Inc.
- Globant IT Services (Navint)
- IT Partners, Inc.
- Sprint
- Honeywell
- Military.com
- JDA/Blue Yonder
- Scottsdale Healthcare
- City of Phoenix
- Viasoft

Education & Certifications

B.S. – Business Administration, Management Information Systems (MIS) - University of Arizona

ITIL Foundation

Scrum Master (CSM)