

MICHAEL J SNYDER

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Enterprise Technology & Portfolio Executive with 24+ years of experience leading technology strategy, portfolio governance, strategic planning, resource prioritization, financial stewardship, and enterprise transformation across complex, regulated organizations. Proven record of translating organizational priorities into executable technology roadmaps, aligning cross-functional leaders around investments and resources, and driving major initiatives from business case through implementation and measurable results. Trusted advisor to executive leadership with extensive experience leading enterprise applications, organizational change, vendor strategy, budgeting, workforce planning, and technology modernization across highly distributed healthcare and human-services environments.

CORE COMPETENCIES:

- Enterprise Portfolio & PMO Leadership
- Portfolio Governance & Prioritization
- Strategic Planning & Technology Roadmaps
- Enterprise Applications & Platform Strategy
- Program & Project Portfolio Management
- Transformation & Organizational Change
- Executive Leadership & Strategic Advisory
- Budgeting, Forecasting & Financial Stewardship
- Resource & Capacity Planning
- Cross-Functional Executive Alignment
- Value Realization & Performance Metrics
- Vendor, Contract & Investment Management

EMPLOYMENT HISTORY:

IT Administrator / Security Officer | Community Counseling Solutions | Heppner, OR
May 2019 – July 2026

Technology and portfolio leader for a fast-growing \$65 million behavioral healthcare organization that expanded from approximately 180 to 450 employees and 15 to more than 60 locations. Led technology strategy, portfolio planning and prioritization, enterprise applications, resource allocation, vendor strategy, and transformation initiatives while partnering with executive and operational leaders to align investments, roadmaps, resources, risk, and business priorities.

- Translated executive and operational priorities into a portfolio of enterprise technology initiatives, prioritizing investments, sequencing work, managing dependencies, and aligning scope, resources, risk, adoption, and expected business value across Finance, HR, Clinical Operations, Compliance, and technology teams.
- Advised the CEO, COO, and executive leadership on technology investments, portfolio priorities, resource needs, platform performance, vendor decisions, scalability, and project risk, providing clear visibility into initiative status, risks, decisions, and business impact.
- Directed technology budgets, forecasting, software and service costs, lifecycle planning, and capital investments, aligning spending and project resources with enterprise priorities while balancing competing operational and transformation needs.
- Served on the cross-functional leadership team that evaluated and executed a major Umatilla County service expansion, working through operational, financial, staffing, technology, risk, and implementation requirements and helping prepare CCS to integrate the new operations into enterprise systems, infrastructure, and support functions.
- Developed the business case to replace an unreliable EHR after recurring outages disrupted clinical operations, evaluating alternatives, comparing costs, capabilities, risk, and long-term value, building executive alignment, and advancing the replacement strategy.
- Scaled the technology function from a one-person operation into a six-member team spanning IT, Data Analytics, and EHR support, leading recruiting, staff development, performance management, workforce planning, capacity management, and resource allocation during rapid organizational growth.
- Designed and implemented an enterprise service management platform using osTicket and Microsoft 365 SSO, standardizing intake, ownership, tracking, and performance measurement across IT, Data, Business Administration, Fiscal, HR, and Maintenance and creating centralized visibility into service demand and delivery.
- Consolidated nine separate phone systems into a single cloud platform through business-case evaluation, vendor selection, contract negotiation, implementation, and enterprise rollout, reducing annual operating costs by approximately \$60,000 while improving reliability and simplifying support.

- Modernized technology across more than 60 locations through Microsoft 365 transformation, cloud adoption, infrastructure upgrades, network redesign, enterprise systems improvement, and technology standardization, creating a more scalable environment for organizational growth.
- Led vendor strategy and relationships across software, cloud, telecommunications, infrastructure, and end-user technology, aligning contracts, pricing, service levels, implementation commitments, and long-term value with organizational priorities.
- Partnered with operational leadership to evaluate and implement a cloud-based contact center platform supporting a 50-person behavioral health Warmline, translating service requirements into technology changes that improved workflows, service delivery, and customer experience.

Information Systems Director | Umatilla-Morrow Head Start (UMCHS) | Hermiston, OR
May 2002 – May 2019

Technology and portfolio leader for a \$15 million nonprofit supporting 140–250 employees across 30–40 locations. Progressed from Information Systems Manager to Information Systems Director and served on the Senior Leadership Team, partnering with executive and operational leaders on technology strategy, investment priorities, budgeting, resource planning, risk, and organizational transformation while leading enterprise applications, major technology initiatives, vendor strategy, and modernization across a highly distributed organization.

- Advised the Executive Director, Operations Director, and Senior Leadership Team on technology investments, portfolio priorities, budget allocation, platform decisions, risk, and long-term strategic and operational planning.
- Managed technology budgets, grant-funded investments, vendor relationships, contracts, and technology purchasing, prioritizing investments and aligning spending and resources with organizational strategy and operational needs.
- Built and developed the IT team by hiring, coaching, evaluating, and supporting two IT Technicians, increasing internal capacity and strengthening technology service delivery across the organization.
- Led the migration of approximately 200 users from legacy GroupWise systems to Microsoft 365, coordinating planning, implementation, data preservation, organizational change, and user adoption while modernizing a core enterprise collaboration platform.
- Led the transition of ChildPlus from a constrained on-premises deployment to ChildPlus.net, removing access limitations and improving availability, scalability, and operational efficiency across distributed locations.
- Directed modernization of legacy technology through virtualization, wireless expansion, network improvements, and cloud adoption, creating a more scalable and resilient technology environment.
- Led the transition from DSL to fiber connectivity across distributed locations, prioritizing investments and implementation to improve reliability, scalability, and readiness for cloud-based enterprise applications.

EDUCATION:

Bachelor of Arts, Communications
 Washington State University | May 1996

LEADERSHIP CAPABILITIES:

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| • Executive Leadership & Advisory | • Enterprise Transformation |
| • Portfolio Governance & Oversight | • Organizational Change Leadership |
| • Strategic & Operational Planning | • Cross-Functional Leadership |
| • Financial & Investment Stewardship | • Enterprise Applications Strategy |
| • Workforce & Capacity Planning | • Risk & Decision Management |
| • Executive Reporting & Communication | • Operational Excellence |