

# JOHN WIMMER

3242 S Tulare Circle | Denver, CO 80231

## THE CONDUIT BETWEEN IT AND BUSINESS OPERATIONS

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### INFORMATION TECHNOLOGY EXECUTIVE

*25+ Years of Consistent Achievements in Providing Technical Leadership, Vision, Innovation, Strategic Planning, and Execution to IT Organizations in Multi-Site, Campus-Style Environments.*

- ▶ **Highly effective senior information technology executive, change agent, and thought leader** with a long standing desire to succeed in the educational field.
- ▶ **Diverse and successful technical background in both goods and services**—solid grasp of team leadership, multi-site, campus-style operations, and project management.
- ▶ **Strategic business partner to senior executives**, with demonstrated commitment to business integrity, regulatory compliance, and customer service excellence.
- ▶ **Passion for technology to create improved operating efficiencies** and a competitive market position, aligning technology with business initiatives.
- ▶ **Accept challenges and identify cost-effective, functional business solutions.**

#### LEADERSHIP COMPETENCIES

Strategic Planning  
Technology Innovation  
Applications Development  
Stakeholder Management  
Customer Relations  
Operational Excellence  
Process Reengineering  
New Business Development  
IT Systems Control & Processes  
Vendor Relations  
Emerging Technologies

### PROFESSIONAL EXPERIENCE

XANTERRA PARKS & RESORTS | Greenwood Village, CO | 2006 – Present

#### Chief Information Officer

**Formulate and implement technology plans designed to drive top-line growth and operating profit.** Ensure the company is positioned on the forefront of new technology for business applications and developments. Lead and direct the company's overall information technology strategies and priorities in the areas of application development, IT operations, hardware, and voice and data communications. Effectively create and administer annual IT Capital Budget in excess of \$2M.

- **NETWORK OPTIMIZATION:** Continually worked to identify methods to optimize performance, including completion of a major company WAN overhaul, transitioning from 256K frame relay to a fully redundant MPLS network with T1 connectivity to all locations.
- **TEAM LEADERSHIP/DEVELOPMENT:** Managed and mentored a team of 63 staff members including three director-led teams at corporate and a regionally designed support model, comprised of an information security team, enterprise architects, and other as-needed technical talent.
- **BUSINESS DEVELOPMENT:** Credited with expanding Xanterra's portfolio, helping the company to acquire compatible hospitality additions, including Deer Creek State Park and Lodge, Rocky Mountain National Park, Glacier National Park, The Grand Hotel and the Kingmill Resort, The Grand Canyon Railway, Vermont Bicycle/Adventure Tours, and Windstar Cruises.
- **CAMPUS TECHNOLOGY IMPLEMENTATION:** Led technical teams to install residential employee Internet services to campus dorms/employee housing at 22 locations, improving the living environment for employees through technology access.

MICROS SYSTEMS | Columbia, MD | 2004 – 2006

#### Director, Resort Technology

**Improved yield, developed volume, and enhanced market leadership of resort clients by conceptualizing and implementing an enterprise-wide plan to design a suite of applications.** Attracted, recruited, and hired a talented team of specialists highly skilled in POS, revenue management, dining reservations, and other major hospitality sectors. Performed comprehensive market research, and identified potential early adopters of the newly developed technology.

- **TECHNICAL LEADERSHIP:** Spearheaded design and development of a missing, critical model to Micros' property management system offering referred to as OVOS (Opera Vacation Ownership System), and expanded market share by extending functionality to mirror that of a condo/time share environment.
- **RELATIONSHIP MANAGEMENT:** Leveraged strong communication and relationship management skills to form a strategic partnership with a golf tee-time/spa/activities management solutions provider (OpenCourse, now Open Activities), and enhanced the client's offering by providing an end-to-end-solution for resort clients.
- **BUSINESS DEVELOPMENT:** Drove business development and led implementation of both the Opera Property Management System and MICROS Point of Sale solution at numerous key clients including The Greenbrier.

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**KIAWAH ISLANDS RESORTS** | Kiawah Islands, SC | 2001 – 2004

## CIO & Director, Information Systems

**Created and executed Information Technology (IT) strategies in support of the resort's business goals.** Provided thought leadership for developing and implementing initiatives that advanced business development (sales and marketing), improved cost effectiveness, created competitive advantage, and continuously improved operational efficiency.

- **STRATEGIC PLANNING & EXECUTION:** Evaluated alternatives to enhance IT, and implemented projects across the resort with the highest customer visibility, including integration of technology to provide full wireless capabilities.
- **OPERATING INFRASTRUCTURE:** Determined long-term, enterprise-wide technology/telecomm needs and developed strategies in systems development, including the following:
  - Installed a Mitel PBX system and Voice over TCP/IP across the entire resort.
  - Configured seamless switching from Centrex to BellSouth, connecting condos and hotels to the phone system that previously had no connectivity.
  - Planned and deployed Visual One Property Management System for the front desk, reservations, billing, and accounting, merging with POS systems, the room key system, and PBX.
  - Implemented Platinum for Windows General Ledger and Accounts Payable Systems, and improved business analysis by integrating customized accounting software.

## EARLIER CAREER:

**THE HOMESTEAD RESORT** | Hot Springs, VA | 1999 – 2001

## Director, Information Systems

**Oversaw enterprise-wide information technology systems, actively participated** on Homestead's Leadership Cabinet, and served as a source of trusted strategic advice on all technology matters, helping to support and advance the resort's mission and objectives. Directed all IT platforms and technologies at multiple resorts. Administered \$500K annual budget and long-term IT capital budgets. Directed resource allocation and budget prioritization decisions.

- **OPERATIONAL EXCELLENCE:** Launched Oracle Payroll and various Human Resource systems, executing strategies that involved alleviating wasteful processes and boosting productivity through stronger employee performance.
- **TECHNOLOGY INNOVATION:** Sustained competitive advantage and optimal productivity across all resorts by deploying the Micros 8700 POS System for Food and Beverages, the Smyth Retail POS System for Retail, and the Lanniark Property Management System.

**CENTRA HEALTH, INC.** | Lynchburg, VA | 1987 – 1999

## Project Leader, Financial Systems (1991–1999) | Programmer Analyst (1987 – 1991)

**Demonstrated a high level of familiarity and understanding of financial planning and reporting processes** and their impact and integration with technologies and systems. Aligned financial systems and business strategies through delivery of scalable and sustainable application design and development, including the following:

- **MANAGEMENT INFORMATION SYSTEM:** Provided financial business insights to executive-level managers, and assisted with decision making by launching CFO Vision, a financial consolidation and reporting package by SAS.
- **APPLICATION DEVELOPMENT:** Drove and maintained focus on quality deliverables, including design and implementation of the first Palm Pilot/MVS-linked application utilized in a healthcare setting.

## EDUCATION

**Master of Science Degree in Information & Telecommunication for Business**

**JOHN HOPKINS UNIVERSITY**, Baltimore, MD

**Bachelor of Science in Computer Science & Mathematics; Minor in Statistics & Research**

**CONCORD COLLEGE**, Athens, WV