

DAVID R. HILL

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EXECUTIVE SUMMARY

Technology executive with 25+ years of enterprise technology leadership, including 15 years as Chief Information Officer for a \$1.5B financial institution. Proven track record of driving digital transformation, strengthening cybersecurity posture, and building enterprise governance functions (BIU, PMO) from the ground up. Demonstrated P&L ownership, having turned around a declining credit card portfolio into the organization's 2nd most profitable line with 12+% annual growth. Trusted advisor to CEO and Executive Leadership Team; consistent record of clean regulatory audits (NCUA, Florida DOR). Skilled at identifying organizational dysfunction and building the structure, systems, and teams to fix it — across technology, operations, and finance.

CORE COMPETENCIES

Digital Transformation • Cybersecurity & InfoSec • Enterprise IT Strategy • P&L Management • Vendor Management & Contract Negotiation • Business Intelligence & Analytics • Disaster Recovery/Business Continuity • Regulatory Compliance (NCUA) • PMO Leadership • Data Center Design • Cisco/Fortinet Networking • Facilities & Capital Projects • Board Governance • Team Building & Mentorship

PROFESSIONAL EXPERIENCE

Chief Information Officer

May 2011 – March 2026

Led technology, information security, digital banking, and electronic payments strategy for a \$1.5B financial institution. Reported directly to the CEO as a member of a 5-person Executive Leadership Team (CIO, COO, CFO, CLO, CXO). Directed a technology organization spanning IT, Network & Security, and PMO functions.

- Founded the Business Intelligence Unit (BIU) to resolve conflicting, executive-run data pulls that were slowing decisions and eroding trust; built a centralized, secure, highly-available source of trusted monthly reporting
- Established the PMO to bring org-wide governance to a portfolio of VP-run projects with no coordinated resourcing, significantly improving execution across simultaneous initiatives
- Led mobile banking and mobile deposit rollout (one of the industry's earliest); created the Round-Up savings program; held full P&L responsibility for credit card, debit card, and ATM portfolios
- Researched, negotiated, and implemented an Interactive Teller Machine (ITM) program, replacing legacy pneumatic tube drive-thrus and centralizing branch operations through the main contact center — improving security, staffing efficiency, and service hours
- Partnered with HP engineers to design one of the organization's earliest virtual server environments with automatic failover; designed and built data centers (power, connectivity); deep hands-on expertise with Cisco and Fortinet infrastructure
- Held full accountability for regulatory examinations, consistently earning high marks on NCUA and Florida DOR audits; owned Disaster Recovery/Business Resumption program including regular tabletop testing
- Launched a formal vendor management program years ahead of NCUA guidance on the practice
- Managed facilities strategy: negotiated commercial property acquisitions/sales, led branch design/construction, directed HQ remodel

Senior Vice President / Vice President, Technology & Operations

2007 – 2011

Promoted into senior leadership with expanded scope beyond core IT — first-time responsibility for Electronic Payments, Facilities, Card Services, and e-commerce.

- Inherited a poorly-managed Credit Card Portfolio in decline (~2% negative annual growth for several years); overhauled system management, cut costs dramatically, and renegotiated the vendor contract for significantly better terms
- Turned the portfolio into the organization's 2nd most profitable loan portfolio, delivering 12+% annual growth

Assistant Vice President / IT Manager

July 2004 – 2007

Took over an IT function in disrepair — outdated software, minimal information security, an under-guided team, and significant downtime. Rebuilt the technology foundation from the ground up.

- Replaced aging servers and built diverse, redundant power/circuit infrastructure; migrated to redundant blade servers, then VMware virtualization
- Modernized endpoint protection and introduced host- and network-based Intrusion Prevention Systems (IPS)
- Upgraded and stabilized the in-house Microsoft Exchange environment

- Enabled remote work via Citrix server infrastructure and a BlackBerry server, later transitioning to enterprise smartphones
- Automated redundant daily tasks through scripting, shifting the team to a higher-value operating model
- Built and implemented a formal information security program, including staff and team training

Earlier Career

- IT Supervisor, Kennedy Space Center Credit Union (2001–2004) — Led migration of core banking system from legacy mainframe to a modern, web-based platform; modernized connectivity to fiber, including a fractional OC-3 circuit with AT&T; rewired the organization's infrastructure and led PC deployment and training for frontline staff
- Electrical Engineer, Rockwell Collins (1998–2001) — Electronics manufacturing while completing a Bachelor's degree; gained foundational exposure to LEAN operating principles applied throughout a 25-year career

EDUCATION

Master of Business Administration (MBA), Minor: Project Management

Executive Leadership Program – The CEO Institute

Bachelor of Science – Telecommunications Engineering / Electronic Engineering

BOARD & COMMUNITY LEADERSHIP

Family Partnerships of Central Florida — Treasurer, Board of Directors | Treasurer, Foundation Board | Chair, Finance Committee | Treasurer, Governance Committee (Current)

United Way Space Coast — Board Member (Past)

Melbourne Regional Chamber — Board Member (Past)

Central Florida Chapter of Credit Unions — Board Member (Past)