

# BERNIE SALVAGGIO

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[linkedin.com/in/bernies](https://www.linkedin.com/in/bernies)

## SENIOR BUSINESS TECHNOLOGY LEADER

Team-focused transformational business technology leader with a proven record of execution across the enterprise IT landscape. Skilled in delivering successful transformation projects, growing teams and setting them up for scale, implementing and improving enterprise applications, defining and executing M&A integration strategy, applying security frameworks aligned with risk management goals, and modernizing legacy tech stacks.

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## PROFESSIONAL EXPERIENCE

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### **PAR TECHNOLOGY CORPORATION**, New Hartford, NY, 2017 - Present

*Publicly traded restaurant technology company, providing SaaS and hardware solutions for POS, loyalty, online ordering and fulfillment, payment processing, and back-office management*

#### **Vice President, Information Technology, 2024 - Present**

- Lead PAR IT in strategic planning and execution for enterprise information systems in a cloud/SaaS-first, 24x7, global environment

#### **Sr. Director, Information Technology, 2022 - 2024**

- Partnered closely across the organization to align PAR's multiple sales orgs onto a new implementation of Salesforce CRM
- Improved billing accuracy and external customer support capabilities by migrating contract management and field service functions from a legacy system to Microsoft Dynamics 365
- Saved \$1M+ annually through intense negotiations on a large Microsoft contract renewal
- Reduced op ex by \$250k by migrating from Zoom to Microsoft Teams for web meetings and telephony service
- Developed and executed an IT M&A playbook for two acquired companies totaling 500 users, covering the migration from Google Workspace and Okta to Microsoft 365, including all identity management and communication / collaboration systems

#### **Director, Information Technology, 2018 - 2022**

- Drove the creation of a product-based approach to improving enterprise business systems, with a focus on establishing strategic goals, roadmaps, and delivery based on Agile principles with the Scrum framework
- Expanded enterprise business system (Dynamics 365 FO and CRM) development and support capacity by establishing an offshore talent model
- Saved \$2M+ annually through numerous large software contract negotiations
- Established a Cyber Security practice to manage the confidentiality and integrity of information systems, including risk management and compliance (PCI DSS, SOX, SOC I/II, ISO)
- Migrated 500 office workers and 75 contact center reps from a legacy on-prem phone system to an integrated UCaaS / CCaaS solution, Zoom Phone and Five9, which also enabled a seamless WFH transition in early 2020
- Reduced cost and deployment time by migrating from traditional on-prem system management and provisioning solutions to Microsoft Intune
- Improved service levels and resolution times by transitioning the IT team to an ITIL compliant Service Management platform

#### **Manager, Information Technology, 2017 - 2018**

- Significantly increased internal customer satisfaction by restructuring the IT team with a focus on service management, business partnership, and Agile Scrum methodology
- Migrated at-risk, on-prem infrastructure services to highly available solutions in Azure

**BECKER COLLEGE**, Worcester, MA, 2015 - 2016

**Accelerated Learning Adjunct Faculty Professor** (4 semesters, multiple sections)

- Taught the *Information Systems in Organizations* course, focusing on IT project management, security, ERP, and management of these technologies to achieve the strategic goals of an organization
- Taught the *Technology and Society* course, which focused on developing a higher-level student awareness of the social, legal, and ethical issues related to the role of technology in society

**NORTHERN SAFETY COMPANY, INC.**, Frankfort, NY, 2006 - 2017

*Omnichannel safety & industrial distributor and service provider, with regional warehouses across the US*

**Senior Technical Services Manager, 2016 - 2017**

- Hired, led, and mentored a team of IT professionals across functions including enterprise apps, infrastructure, security, SAP Basis, telecom, and service desk in support of 500+ people across 20 locations
- Led the architecture design and implementation of server, network, and telecom infrastructure to meet evolving needs of the business using traditional or adaptive project management lifecycles as appropriate
- Modeled scenarios for on-prem vs cloud disaster recovery and business continuity, and implemented a migration to cloud-based DR, recognizing a significant reduction in cap ex

**Technical Services Manager, 2012 - 2016**

- Increased the Admin team's throughput by 20% and increased the visibility of their work to the company by implementing a workflow management system based on Scrum and Kanban
- Reduced business risk by continuously managing change necessary to pursue compliance with Payment Card Industry Data Security Standards (PCI DSS,) which involved adhering to 230 unique security controls
- Developed a repeatable 6-8-week process for integrating acquired companies to network, telephony, identity management, email, and Internet services - completing 5 companies with 13 locations over a 4-year period

**Technical Services Team Leader, 2008 - 2012**

- Started the team with one IT Specialist and built the Technical Services department to function as a high performing, customer focused team
- Designed and implemented a VMware Datacenter to accommodate M&A growth and SAP implementation
- Significantly increased the availability and performance of the company's eCommerce website by architecting a three-tiered infrastructure and migrating it from a local datacenter to a colocation site

**Systems and Network Administrator, 2006 - 2008**

- Designed, implemented, secured, and maintained all Windows Server systems, SAN, SQL Servers, backups, ILS/SCALE WMS, MS GP, LAN/WAN/Wireless networks, Exchange, AD, DNS, VPN, and Avaya Call Manager

**ADDITIONAL PROFESSIONAL EXPERIENCE INCLUDES**

- Co-Owner/Solutions Architect – Ambit Digital Security – Utica, NY – 2006 - 2012
- Full Stack Web Developer – Media Website Design, Inc. – Cheltenham, PA – 2004 - 2006

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**EDUCATION**

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**Champlain College**, Burlington, VT

- Master of Business Administration (MBA)
- Graduate Certificate, Managing Innovation and Information Technology

**Westwood College**, Denver, CO

- Bachelor of Science, Computer Network Management