

# J. BRYAN OSBORNE

Email: [bryan@bryanosborne.com](mailto:bryan@bryanosborne.com)

[WWW.BRYANOSBORNE.COM](http://WWW.BRYANOSBORNE.COM)

Phone: 918-633-5327

[www.linkedin.com/in/bryanosborne](http://www.linkedin.com/in/bryanosborne)

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## Focus

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Accomplished and results-driven Information Technology and business professional with master's degree, fifteen years of IT experience and eight years experience as business owner with award winning success. Expertise in transferring technical experience and skill sets across multiple disciplines. Strong communication and facilitation skills to enable seamless business and IT alignment. Possesses the strong analytical skills and ability to research, evaluate and implement business initiatives.

## Strategic Qualifications

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- **Strong organizational and management skills** necessary for building teams and empowering members to perform outside of their comfort zones and set the pace for excellence
  - Established Huntington brand in Tulsa Metro area, growing to 13th of 350+ locations nationwide
  - Managed team of over 20 educational professionals serving over 100 clients
  - Elected President of Franchise Association with 200 members; increased membership 25%. Organized and presided over semi-annual meetings and training events.
  - Guided Digital Asset Management projects from concept through roll out, providing oversight of all system components to ensure successful system integration and functionality
  - Served as interim Director of UNIX and Database Systems at First Data Corporation
- **Customer focused** approach with an attitude of service
  - Achieved Customer Commitment Excellence Award (ACCE), Williams Communications
  - Multiple Silver Eagle Award winner for excellent customer service with Sprint Paranet
  - Developed and presented "best practices" programs at franchisee conferences
- **Relationship builder** seeking to achieve business goals by successfully working with all stakeholders
  - Forged alliances with private and public school administrators, counselors and teachers
  - Provided individual and group consultation for fellow franchisees
  - As President of Franchise Association, oversaw implementation of web-based networking community platform to enhance member communication and knowledge exchange
  - Member of Tulsa Metro Chamber new member welcome and orientation team
- **Intuitive leader** with the ability to transform complex business plans into solutions that boost profits, improve customer retention and achieve profit goals in a results-driven, demanding and relationship business development environment:
  - Strategic Planning
  - Business Plan Development
  - Budgeting/Forecasting
  - Human Resource Mgt
  - Communicating Vision
  - Integrating New Processes
  - Crisis/Change Mgt
  - Relationship Sales
  - Financial Accounting/P & L
- **Excellent Communicator** with ability to simplify complex topics and ensure knowledge is transferred at appropriate level and in a meaningful way
  - Led numerous educational workshops and seminars to education professionals and parents
  - Lead technical presenter for product demonstrations at the National Association of Broadcasters Convention in Las Vegas, NV
  - Effective liaison between technical and non-technical business teams
- **Information Technology expert** with both a breadth and depth of knowledge of hardware and software configurations, including:
  - Sun Servers (Sparc 2-E10000) running Solaris
  - HP K and J class servers running HP-UX
  - PC platform running MS Windows, Linux
  - IBM 3090 (MVS/ESA), IBM 4381 (CMS)
  - Informix and Oracle RDBMS
  - Application programming with C/C++, SQL, Java, HTML, PHP
  - Apache Web Servers, Tomcat
  - Veritas, EMC, ADSM, Tivoli
  - Sungard LDRPS BCP Management Software
  - Content Management - Ascential Software Media360, Artesia TEAMS, Virage VAS
  - Adobe CS 3, Virage, Real and Windows Media Encoders
  - MS products – Word, Excel, Outlook, Project, PowerPoint, Access
  - CA ERwin, Platinum Modelmart

## **Professional Experience**

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**Bread of Life Foods LLC DBA Subway, Tulsa, OK**

February 2013 to December 2013

### **Owner/Operator**

Responsible for all aspects of operations of two Subway locations in Tulsa including, but not limited to: Customer experience, staff hiring and training, labor scheduling and efficiency, franchise compliance, tax compliance, inventory control, and local marketing. Managed 8 employees across two locations.

- Purchased low performing location, increased customer satisfaction scores and sales by 20%.
- Opened new location (second store) with combined Subway and Mama DeLuca's Pizza concepts. Exceeded sales projections by 25% and maintained excellent customer satisfaction scores.

**BOK Financial, Tulsa, OK**

June 2011 to April 2013

### **Senior Business Resiliency Coordinator**

Responsible for building strong relationships with 20+ departments in a regional financial services company to promote and implement BCP best practices. Work with individuals from line manager through Senior Vice President to ensure departments have viable business continuity plans in place to manage and mitigate impact to corporate and customer assets, and enable service and product delivery in the advent of a natural or man-made disaster.

- Monitor and evaluate plan and personnel performance during events and exercises. Generate detailed reports of test results for senior management, audit and regulatory agencies
- Guide and instruct BCP Plan Owners and Team Leaders in BCP plan development and best practices.
- ABCP Certified through DRI International

**Huntington Learning Centers, Tulsa, OK**

2003 to September 2010

### **Executive Director**

Established franchise operation and Huntington brand in Tulsa. Responsible for site selection and management of all phases of start up process from the accounting, management and strategic marketing to business development and human resources. Analyzed advertising programs and coordinated TV, radio, print and billboard promotions in order to attract clients who would invest in customized educational programs. Supervised 3 full-time employees and 20 part-time instructors; hired, trained and developed talent; achieved P & L goals. Communicated the brand and service offerings to school administrators, counselors, parents, teachers and employees. Managed on-site computer systems and network.

- Transformed start-up operation to position as 13<sup>th</sup> of 350 locations nationwide
- Managed, mentored and inspired direct and indirect reports creating an environment of success for both students and teachers
- Built strong and lasting relationships with local administrators, counselors and teachers
- Served on Tulsa Metro Chamber Education Committee
- Expanded sales and achieved President's Club award three times
- Elected President of Franchise Association with over 200 members
  - Consulted with and provided leadership to franchisees nationwide regarding business building practices, management strategies and instructional methods

**Williams Communications Group, Tulsa, OK**

April 1999 to September 2003

### **Team and Technical Lead/ Senior Data Analyst/Senior Data Modeler/Senior DBA**

Supervised and mentored the team that integrated Digital Library products and supported full cycle development from prototype to implementation of Digital Asset Management Systems for Media Xtranet. Technical liaison to business development and sales organization. Researched and integrated customized customer solutions while performing asset modeling, application integration, documentation and database administration for development and production environments utilizing Solaris, HP, Informix, Oracle, EMC and Veritas. Directed project management and vendor relations through all phases of roll out. Prior to this role, served as Senior Data Analyst, working with business units to understand business processes and data required to support them. Gathered system requirements, designed and created data models and logical database design, oversaw implementation

of OLTP and data warehouse data stores in development and productions environments, worked with software developers in how to best access and process data. In many cases, after understanding process and data requirements, worked with third-party vendors to modify and implement solutions.

- Successfully guided Digital Asset Management project from concept through roll out
- Lead technical presenter for product demonstrations at the National Association of Broadcasters Convention in Las Vegas, NV
- Achieved certification as Informix Certified Professional
- High proficiency in Informix and Oracle, enabling development and implementation of standards and guideline documents for database installation, configuration, backup, and performance tuning
- Three time nominee and one time winner of Williams Communication's Achieving Customer Commitment Excellence (ACCE) Award

**Sprint Paranet, Tulsa, OK**

January 1998 to April 1999

### **Consultant/Technical Analyst**

Acted as point-of-contact for on-site clients that included First Data Corporation and Williams Communications Group; performed system administration functions on HP-UX, Solaris platforms and Informix database. Accepted responsibility for UNIX Server and Database functions pertaining to Y2K efforts that were creating problems. Collaborated with cross-functional teams to identify critical requirements, created detailed plans and moved forward with selecting, installing and configuring new system. Functioned as Manager of Unix and Database Administration with accountability for hiring new group manager. Requested by Williams Communications as Data Modeler with responsibility for gathering business requirements and developing logistical data models to develop databases and content for metadata repository and new telecomm systems. Collaborated with internal Williams staff and outside vendors to establish the foundation for creation of physical databases. Provided leadership to the team that created Data Modeling standards for Database Services Group.

- Played integral role in certification of systems as Y2K compliant at First Data Corporation
- Honored as two-time winner of the "Silver Eagle Award" for excellent customer satisfaction

**National Weather Service, Tulsa, OK**

November 1993 to January 1998

### **Meteorologist/Hydrologist**

Served in dual role as Meteorologist/Hydrologist while holding responsibility as Data Analyst/Database Administrator for site with nine HP 700 Series workstations running HP-UX 9.x/Informix 5.03. Actively provided forecasts of weather and river stages to public.

- Authored Windows application, SCDGEN, used by Forecast Offices in U.S. for more than a decade
- Presenter, American Meteorological Society's 11th Symposium on Boundary Layers and Turbulence

## **Education**

**Master of Science, Atmospheric Science;** Texas Tech University, Lubbock, TX

- Founded and served as President of West Texas Student Chapter of the American Meteorological Society (AMS)

**Bachelors of Science in Computer Science;** Arkansas State University, Jonesboro, AR

- President of student chapter of Association for Computing Machinery (ACM)

### **PROJECTS OF SPECIAL INTEREST**

- Executive Producer, "Harbored Thoughts" Independent Feature Film, Tulsa, OK
- Osborne, J. B. and Peterson, R. E. (1995). "Diurnal Evolution of the Convectively Unstable Boundary Layer: A Computer Simulation," 11th Symposium on Boundary Layers and Turbulence.

## **Affiliations**

- Rotary Club of Southside Tulsa – President
- Tulsa County Board of Adjustment – Board Member, Secretary
- Henry Bellmon Sustainability Project – Steering Committee, Technology Advisor
- Boy Scouts of America – Assistant Scoutmaster, Unit Commissioner, Leadership Trainer