Mike Dausman

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Director of Information Technology and strategic leader with over 20 years of experience in product engineering and delivery. Collaborative mentor driven to produce quality products and services by taking a disciplined and instructional approach to people, technology, and process management.

Professional Experience

Principal Software Engineer

3STEP Sports   April 2023 – October 2023

The largest and most impactful youth sports club and event operator in the United States with more than 150 brands, 2,500 events, and 1.1+ million participants annually across nine sports.

- Engineered and developed a fee module to manage and charge service and purchase fees globally and by brand generating over $10M in additional revenue annually
- Modernized the user login experience and authentication process for administrators and clients by implementing automated password recovery and two-factor authentication to increase application security and reduce Client Support login cases by nearly 100%

Director of Professional Services

Narvar Inc.   January 2022 – April 2022

Global leader of delivery teams consisting of portfolio managers, project managers, implementation specialists who onboard eCommerce and supply chain management SaaS products to retail clients.

- Guided the success and on-time delivery of Narvar's global portfolio of implementation projects recognizing over $6M in revenue in one quarter
- Implemented a time-entry process to measure, track, and report resource utilization and developed a plan to improve project utilization by 15%

Director of Professional Services

Fiserv Inc.   January 2018 – December 2021

Functioned as the business unit leader for cross-functional teams to engineer and implement SaaS products and provide business process outsourcing services.

- Scaled up a team from 10 to 28 and advanced the careers of associates across three departments by defining project goal and developing clear pathways to success
- Enhanced customer satisfaction by implementing a standardized delivery of training information and reducing new employee onboarding time by 50%
- Reengineered and deployed a statement generation utility that increased output by 3900% reducing processing time from several hours to minutes
- Strategized with project managers by standardizing processes and reducing project timelines 25% to increase annual workload capacity
- Empowered data-driven decision making by engineering a fully autonomous SQL Server ETL system and data warehouse to host a reporting portfolio of over 20,000 projects

Senior Manager of Operations & Outsourcing

Fiserv Inc.   July 2016 – January 2018

Leader of teams within operations, business process outsourcing, and SaaS partnerships for product deployment, maintenance, and ongoing support services.

- Increased departmental profits by 10% using software automation to lead the outsourcing services team to build client-focused solutions
- Streamlined monthly billing tasks by automating the process resulting in a 50% reduction in process time and eliminated 100% of error due to manual entry

Manager of Software Development

Fiserv Inc.   April 2012 – July 2016

Mentored C#, SQL Server, and ASP.NET software engineers on practical & technical approaches to design and to achieve highly efficient and maintainable web application products using Agile methodologies.

- Optimized software development operations by establishing processes for application rewrites and updates, reducing the codebase by 86% while delivering projects on time and under budget
- Strengthened testing processes by documenting effective standards and methodologies to reduce faults and decrease production release time by 50%

Additional Experience

Vice President (Manager) of Software Development, Bear Stearns

Principal Software Engineer, Baxter International

Adjunct Computer Science Instructor, College of Lake County

Software Engineer and Technology Consultant, Dausman Technology (Self-Employed)

Core Competencies

- SDLC
- Project Management
- Agile Methodologies
- OKRs / KPIs
- Quality Assurance
- Business Intelligence
- ETL / ELT

- Data Warehousing
- Data Analytics
- Database Management
- DevOps
- CI / CD
- Domain Driven Design
- Microservices

- IaaS / PaaS / SaaS
- Azure Cloud Services
- REST APIs
- SQL Server
- .NET / .NET Core
- C#
- Blazor WASM

Education / Certifications

Bachelor of Science in Computer Science & Applied Business, Northern Illinois University

Project Management Professional (PMP) - No. 1525772, PMI

Certified ScrumMaster (CSM) - No. 1351930, Scrum Alliance

Six Sigma Quality Engineering, Baxter International

Volunteering and Community

Youth Athletics Coach, Gurnee Park District

U14 Hockey Coach, Maulers Hockey Association

President, Board of Directors, Warren Blue Line Hockey Association

Old Geezers Hockey Coordinator, Village of Pleasant Prairie RecPlex

"Ankle Breakers" Adult Hockey Coach, Village of Pleasant Prairie RecPlex

Hockey Referee, USA Hockey