

JOHN L. HELM

CONTACT

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 Charlotte, NC.

 [Data Science Resume](#)

 [LinkedIn profile](#)

SKILLS

- IT Management (CTO, Dev., Eng.)
- Corporate Strategy
- Risk Management
- Enterprise Architecture
- Data Science and Engineering
 - Information Architecture
 - Exploratory Data Analysis
 - Statistics and Visualization
 - Process Mining & Modeling
 - Neural Networks and ML
 - Natural Language Processing, vectorized language models, semantic analysis
- Agile & Traditional Software Dev.
 - CSM & CSPO
 - SW development metrics
- Cloud Computing (AWS)

EDUCATION

Ph.D.	Columbia
Applied Physics	University
1989	NY, NY
MS	Columbia
Nuclear Engineering	University
1978	NY, NY
B.S.	Columbia
Chemical Engineering	University
1977	NY, NY

PROFILE

Accomplished technology executive specializing in data analysis-driven technology management, research or development management, product development, and internal consulting. Complex problem solver achieving desired business outcomes in diverse industries and company sizes.

EXPERIENCE

INTERIM IT RISK OFFICER (as Consultant)

[CARDWORKS, INC](#) | CHARLOTTE, NC | MAY 2023 - JULY 2025 (2 yrs. 2 mo)

Tasked to upgrade the IT Governance, Risk, and Control environment for a large, private, retail financial services company. Closed two very long standing internal and regulatory audit findings. Researched GRC frameworks and selected COBIT 2019; designed customized framework using the COBIT Design Tool; developed and socialized an operating model; Evaluated GRC software systems, selected, and directed installation of AuditBoard. Developed operational metrics and visuals for KRIs aligned with IT-relevant risks mapped to enterprise risks. Also supported Enterprise Architecture and Information Security with metrics and systems analysis.

DISTINGUISHED ENGINEER and TECHNICAL OPERATIONS ADVISOR

[MONGODB INC.](#) | CHARLOTTE, NC | Mar 2021 - April 2023 (2 yrs, 1 mo).

Advisor to the CTO. Performed enterprise architecture and cross-silo process analysis, assessment, and optimization. Established patent program, member of Corporate Development committee, rebooted Engineering Blog as editor; internal consultant and mentor; performed ad hoc research for product and process improvement, and for thought leadership communications.

VP OF DATA & ANALYTICS (3 mo) → CHIEF DIGITAL OFFICER (8 mo)

[SITEHANDS, INC](#) | CHARLOTTE, NC | February 2020 - December, 2020 (11 Months)

Member of turnaround management team. As Chief Digital Officer, I was accountable for managing all technology activities for the firm: Software Development, IT Operations and Help Desk, Security and Compliance, and Data Science. The company did not survive COVID-19.

- Applied Process Mining to identify and correct consequential problems in process performance. Restored eroded margins.
- Sponsored and oversaw the migration of an in-house developed workflow management system from a Salesforce application to a BPMN/ SOA application. Over 70% of the system was replaced and migrated to AWS without operational incident, achieving an 8-30x performance increase, cost savings, and full horizontal scalability.
- As interim CISO, upgraded the security and compliance framework.

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AWARDS

Merrill Lynch CTO Award for an “outstanding track record of design innovation and delivery as well as espousing the company’s core values and mission.”

CIO Magazine “Resourceful 100 Award” (Aug 2003) for MLXchange, an Open Source auction site for United Way fundraising; and later reusing used servers, leading to \$500,000 of avoided cost.

COMMUNITY

Founding Co-Chair
2008 – 2020
Seattle CTO Club
The Seattle CTO Club is a peer group of senior technology managers

Mentoring
Northeastern University.
2023 – 20216.
MS in Technology Leadership

Columbia University
2015 – Present
Executive Masters in Technology

Georgetown University
2021 – 2024
Executive MBA

INTERESTS

Kayaking, Hiking, Photography,
Cooking, Philosophy, Theater

EXPERIENCE (CONTINUED)

HEAD OF QUALITY MANAGEMENT (as Consultant).

LONDON STOCK EXCHANGE GROUP | LONDON, UK | August 2019 - February 2020 (7 mo)

Engaged to analyze and identify the root cause of two major service interruptions and to subsequently establish a remediation program to address the organizational and technical liabilities that enabled them. Established a **measurement framework** to instrument both subjective and objective elements of the customer quality experience and connect them to execution competence across the Product Delivery Life Cycle.

ENGINEERING MANAGER: SCRAMBLING COMPILER TEAM

POLYVERSE, INC | BELLEVUE, WA | 2018 - August, 2019 (8 Months)

Supported Scrambling Compiler Team and participated in development and customer projects to immunize systems and applications software from memory based attacks (e.g. BROP) by implementing “moving target defense”.

CHIEF TECHNOLOGY OFFICER and CO-FOUNDER

OMNI RETAIL GROUP, INC | SEATTLE, WA | 2014 - 2018

Co-founder of a retail technology startup providing tools and data to optimize product delivery from seller to shopper. Responsible for all IT activities; participated in business strategy development and fund raising; Chief Data Scientist; participated in product ideation, development and implementation; applied Natural Language Processing, AI/Machine Learning, and Statistics.

- Technology owner and co-creator of new JourneyRank and BrandRank products; designed and implemented server-side click-stream pipeline
- Helped fundraise \$4 Million; obtained \$100,000 of startup grants

PRINCIPAL

JHELM ASSOCIATES, LLC | CHARLOTTE, NC | 2008 - 2014 - present

C-Level business and IT consulting with emphasis on executive advising, strategy and technology assessments, technical infrastructure remediation, quantitative decision support, and metrics.

Clients include: London Stock Exchange Group (London, UK), Asurion Inc. (Nashville, TN), Pet Holdings / Cheeseburger Inc. (Seattle, WA), Rover Inc. (Seattle, WA), Renton Technical College (Renton, WA), The Hagadone Corporation (Coeur d’Alene, ID), AT&T Wireless/Cingular (Bothell, WA), CardWorks, Inc (Remote)

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PUBLICATIONS

Project Portfolio Tools: An Album of Annotated Figures

Mar 2014

JHelm Associates, LLC

Junk Bonds v. IT Projects (The <Almost> No Math version)

Oct 2013

JHelm Associates, LLC

Learning From Space Shuttle Disasters To Prevent IT Project Disasters

Jul 2013

Presented at Agile Alliance: Agile 2013 Conference, Nashville, TN

Deciphering China

Dec 2004 issue of

Financial Services Outsourcing

Simulating Frenkel Pair Recombination By Application of a Space-Partitioning Tree Data Structure

Radiation Effects and Defect in Solids (1994), Vol. 130—131, pp. 21-37.

Energy: Production, Consumption, and Consequences

1990

National Academy Press

What To Do About CO2?

1990

Technological Forecasting and Social Change (38) 265–285

U.S. Patent #4,435,374

Jul 1981

A Method of Producing Carbon Monoxide and Hydrogen by Gasification of Solid Carbonaceous Material Involving Microwave Irradiation

EXPERIENCE (CONTINUED)

CHIEF TECHNOLOGY OFFICER and VP OF ENGINEERING

IMPREV.COM | BELLEVUE, WA | 2007 - 2008

Engaged to grow a nimble and efficient IT organization for a rapidly growing, 11-person real estate marketing SaaS startup. Built an eight-person department as the company grew to 25 employees and increased its user base 5x in one year. Participated in product ideation and development; established agile product management, scrum, and XP development practices to reduce outage occurrence by a factor of three and average outage down time from 7-8 hours to less than 30 min.

CHIEF TECHNOLOGY OFFICER

DRUGSTORE.COM | BELLEVUE, WA | 2005 - 2007

Hired to implement recommendations needed to redress technical liabilities that caused significant operations disruptions. Managed a \$14 million budget and permanent staff of 72 plus 10 to 15 contractors. Established IT finance function, zero-based budgeting, and formal IT Security functions; established SOX compliance regimen leading to two successful Sarbanes-Oxley 404 audits. Kept staffing level constant while load increased 2.5x.

ADDITIONAL APPLICABLE EXPERIENCE

PRESIDENT AND COO | **UMAXON, LLC** | GREENWICH, CT | 2003 – 2005

MERRILL LYNCH | NY, NY | 1999 – 2003

- **HEAD OF ENTERPRISE ARCHITECTURE**, IDS TECHNOLOGY GROUP
- **COO – GLOBAL MESSAGING AND COLLABORATION SERVICES**
- **CHIEF INFORMATION ARCHITECT**, ENTERPRISE DATA STANDARDS INITIATIVE
- **VP OF RESEARCH AND DEVELOPMENT** for MLX Portal implementation (B2B Web Portal)

DIRECTOR GLOBAL MESSAGING | **DEUTSCHE BANK, AG** | LONDON, UK | 1997 – 1999

VP, MESSAGING OPERATIONS | **MORGAN STANLEY** | NY, NY | 1995 – 1997

ASSOCIATE PROFESSOR OF APPLIED PHYSICS | **COLUMBIA UNIVERSITY** | 1989 – 1995

FELLOW | **NATIONAL ACADEMY OF ENGINEERING** | WASHINGTON, DC | 1987 – 1989

CO-FOUNDER | **EXPORATION TECHNOLOGIES** | NY, NY | 1978 – 1986

DIRECTOR OF COMPUTING | **AMERICAN HEALTH FOUNDATION** | NY, NY | 1981 – 1984