MARK BOJEUN, PhD, MBA

CHIEF INFORMATION OFFICER | CHIEF TECHNOLOGY OFFICER

Enterprise Technology Strategy | AI Governance | Cybersecurity | Cloud & Infrastructure Modernization | Digital Transformation | Program & Portfolio Leadership

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PROFESSIONAL SUMMARY

Enterprise technology executive with 30 years of experience and 20+ years in CIO, CTO, Chief Digital Officer, and CEO roles across higher education, federal healthcare, government, manufacturing, financial services, and commercial environments. Combines a software engineering and enterprise architecture foundation with executive leadership of cybersecurity, cloud platforms, AI strategy, PMO transformation, and digital modernization.

Directed regulated technology portfolios including federal oversight exceeding $100M across the Department of Veterans Affairs, CMS/HHS, Department of State, Treasury, and Department of Defense, plus a $60M statewide digital infrastructure portfolio. Founded, scaled, and sold a technology consulting firm. Delivered measurable outcomes: $600K first-year cloud savings, $4M infrastructure cost reduction, 40% reduction in system downtime, 35% fewer software defects, and 50% faster delivery cycles.

Recognized for responsible AI governance, board and cabinet advisory, and building high-performing technology organizations. Published author of two CRC Press books on leadership; PhD in Organizational Leadership grounding large-scale change adoption, stakeholder trust, and executive team performance.

CORE COMPETENCIES

Enterprise IT Strategy & Roadmapping | Digital Transformation & Operating Model Modernization | Cybersecurity Governance, Risk & Compliance (NIST, FERPA, HIPAA, GDPR)

AI Governance & Responsible Generative AI Adoption | Cloud, Infrastructure & Enterprise Architecture | ERP / SIS / CRM Platform Modernization

IT Financial Management & Budget Optimization | Vendor Strategy & Contract Accountability | Data Governance, Analytics & Decision Intelligence

Identity Modernization (SSO, MFA, Microsoft Entra) | PMO, Program & Portfolio Management (PgMP, SAFe) | Executive Stakeholder & Board Advisory | Team Leadership & Talent Development

PROFESSIONAL EXPERIENCE

Chief Information Officer

June 2024 - Present

Seward County Community College | Liberal, KS

Lead enterprise technology strategy, cybersecurity, infrastructure, AI enablement, academic technology, and digital modernization for a multi-campus institution serving 2,500+ students and 300 employees. Deliver the full enterprise portfolio with a three-person in-house IT team; accountable for the institutional technology budget, managed-services contracts, vendor performance, and ADA / Section 508 digital accessibility compliance.

- Executed a CIO-level modernization roadmap: upgraded the campus backbone to 25 Gb-capable fiber delivering 10 Gbps to the main campus and 5 Gbps to the West campus, replaced end-of-life Cisco and Dell switching with Aruba enterprise infrastructure, migrated telephony to Webex, and standardized VLAN, firewall segmentation, and switch configuration across all buildings.
- Migrated approximately 100 on-premises Nutanix servers to Azure with standard backup coverage across all VMs, saving over $600K in first-year infrastructure cost.
- Raised infrastructure uptime to 99.5% and cut priority-incident response to under 30 minutes through improved observability, infrastructure renewal, standardization, and escalation discipline.
- Rebuilt security, service delivery, and technology governance into a unified risk-managed operating model: deployed multi-factor authentication (MFA), strengthened firewall and endpoint protections, aligned controls with FERPA, HIPAA, and GDPR, reduced Active Directory sprawl from approximately 41,000 to 5,000 governed identities, and advanced Microsoft Entra identity modernization.
- Established responsible AI as an institutional capability: defined AI governance and ethical-use standards, launched one of the institution's first AI certification programs, embedded generative AI into instruction and administration, and advised senior leadership on AI risk, adoption, and workforce alignment.

- Architected and built the Academic Continuity Repository (ACR), a FERPA-compliant, read-only institutional resilience platform integrating Canvas, Ellucian Banner (Ethos APIs), and VitalSource into a governed PostgreSQL data layer with Microsoft Entra SSO, role-based access control, and full audit logging, preserving academic operations through SaaS vendor outages.
- Designed and deployed a phone-free multi-factor authentication solution using Microsoft Entra Temporary Access Passes for partner high school students, achieving Kansas HB 2299 compliance ahead of the statutory deadline without weakening the institutional MFA posture.
- Replaced outsourced MSP NOC/SOC monitoring with in-house observability built on Telegraf/SNMP and Grafana, delivering per-building dashboards across 119 switches, 255 VoIP endpoints, and 26 VLANs while reducing recurring managed-services spend.
- Led institutional incident response following the Canvas/Instructure vendor breach: monitored Active Directory and Entra ID environments and developed intrusion-detection scripting for failed-authentication patterns, privilege escalation, SPN enumeration, and risky sign-in analysis.

Chief Digital Officer (CTO) — August 2023 - May 2024

Viewrail | Goshen, IN

Directed enterprise digital transformation for a national manufacturing and design organization operating 10 production facilities, aligning technology strategy with revenue growth, operational reliability, analytics maturity, and customer engagement.

- Architected AI-enabled revenue forecasting and customer engagement capabilities by integrating predictive analytics, intelligent automation, e-commerce modernization, and data-driven planning.
- Modernized cloud, network, and observability architecture; deployed dark-fiber connectivity and executed an Azure AIOps migration that increased reliability and reduced system downtime by 40%.
- Strengthened enterprise architecture, cybersecurity governance, and software quality practices; reduced software defects 35% through analytics-enabled delivery oversight and modernized engineering workflows.

Federal Program & Delivery Leadership *(consulting engagements, 2019 - 2023)*

Director, Agile Practice / Director, Project Management — June 2022 - July 2023

SwingTech | Greenbelt, MD (Remote)

Led delivery transformation, PMO modernization, Agile coaching, and organizational change for CMS and federal healthcare clients, including full oversight of the company's $5M flagship federal healthcare contract.

- Implemented SAFe 5.1 across a 40-person cross-functional organization, reducing delivery cycle time 50% and improving execution predictability, governance, and stakeholder visibility for regulated healthcare programs.
- Designed regulated digital learning, analytics, and delivery platforms incorporating AI-driven insight to improve learner outcomes, operational reporting, and compliance execution.

Director, Program Management — June 2021 - July 2022

B3 Group, Inc. | Reston, VA

- Managed PMO delivery across a $15M Department of Veterans Affairs portfolio; led cloud migration of 20+ legacy mission-critical systems, achieving 99.9% system availability and a 40% infrastructure cost reduction with zero-downtime cutover protocols.
- Standardized project management policies across a team of project managers, improving delivery efficiency 25% and client satisfaction 30%.

Director, Program Management — July 2019 - May 2021

Skyline Technology Solutions | Baltimore, MD / Washington, D.C.

- Directed PMO and technology delivery across a $60M statewide digital infrastructure portfolio, overseeing connectivity modernization, smart-city integration, enterprise stakeholder coordination, and multi-vendor execution at scale.
- Directed Agile delivery for a 40-person team building a Learning Management System for CMS/HHS, achieving 95% user satisfaction, 40% fewer defects, and 30% better release efficiency; applied AI-driven analytics to optimize training content.

Executive, Founder & CTO Roles *(concurrent consulting engagements, 2005 - 2019)*

Chief Technology Officer / Program Management Consultant — December 2013 - July 2019

ValsaTech Corp | Washington, D.C. Metro Area

- Designed AWS cloud-based virtual desktop solutions, reducing costs by $4M and improving data accuracy 97%.

- Directed software development, cloud migration, security, and modernization programs for healthcare and life-sciences clients under regulated business requirements; developed AI-driven strategies to streamline workflows.

Chief Technology Officer & Program Director **2012 - 2015**

Project Concepts Global | Baltimore, MD

- Led government and commercial technology portfolios; developed modernization roadmaps, enterprise architecture direction, stakeholder governance, and delivery models for complex technology programs.

Chief Executive Officer / Chief Technology Officer **September 2005 - January 2014**

Concepts Integration International | Washington, D.C. / Baltimore, MD

- Founded, scaled, and sold a management and technology consulting firm serving federal agencies and multinational corporations; grew to 15 professional program managers and $15M+ in annual revenue with full P&L, business development, and technology accountability.
- Turned around a failed $25M program, delivering a global patent-consolidation application with conversational search for multinational engineering and patent-law clients; recovered additional failed programs and built out data centers across four continents.
- Built PMO processes, policies, and pricing for Passport Services, U.S. Department of State; wrote and taught PMP and PgMP certification courses internationally.

Enterprise Software & PMO Leadership *(1991 - 2005)*

Director, Application Development PMO — Creative Information Technology, Inc. | Washington, D.C. **October 2003 - September 2005**

- Ran a Program Management Office handling $20M+ in contracts and 60+ staff; served as Project Manager for the Department of State American Citizen Services pilot and developed enterprise architecture for State Consular Affairs; raised on-time deliverable rating from 68% to 98% and cut contract burn rate 40% through a matrix structure, earned value management, and Balanced Scorecard metrics.

Division Director, Applications Development / Sr. Program Manager — Cambridge Associates, LLC | Arlington, VA **September 1998 - September 2005**

- Led a 65-person geographically distributed software development division for a $300M niche financial institution, sustaining 0% attrition over five years; built and executed a five-year IT strategic plan and consolidated 18 applications into a single distributed service-oriented platform on SQL Server and ASP.NET.

Software Engineer & Technical Lead — Financial services, government, and commercial environments | Washington, D.C. Metro Area **1991 - 1998**

TECHNOLOGY, PLATFORMS & GOVERNANCE

AI & Data: Responsible AI strategy, AI governance frameworks, generative AI adoption roadmaps, OpenAI API, AWS Bedrock, LangChain, LangGraph, vector stores, predictive analytics, AIOps, data warehousing, decision intelligence

Cloud & Infrastructure: Microsoft Azure, Amazon Web Services (AWS), hybrid cloud, Microsoft 365, Microsoft Entra, identity modernization, disaster recovery, enterprise architecture, dark fiber, network segmentation, Aruba, Cisco, Webex, observability, reliability engineering

Security & Compliance: Cybersecurity governance, enterprise risk management, NIST, FERPA, HIPAA, GDPR, ADA / Section 508, WCAG, multi-factor authentication (MFA), endpoint security, firewall governance, security operations modernization

Enterprise Platforms: Ellucian Banner SIS/ERP, Salesforce CRM, Canvas LMS, Zendesk ITSM, Adobe Creative and Document Cloud, e-commerce platforms, SaaS portfolio management, SDLC modernization

Technical Foundation: Python, C#, SQL, Java, PHP, .NET, PostgreSQL, Telegraf/Grafana, software architecture, application delivery, and hands-on development leadership supporting CIO/CTO decision-making

EDUCATION

PhD, Organizational Leadership - Capella University, 2012

MBA, International Business - George Mason University, 2007

Executive Certificate, European Union Business Environment - University of Oxford, 2007

BS, Business Administration - Strayer University

BS, Computer Information Systems - Strayer University, 2004

CERTIFICATIONS

Program Management Professional (PgMP), Project Management Professional (PMP), PMI Agile Certified Practitioner (PMI-ACP), PMI Risk Management Professional (PMI-RMP) - Project Management Institute

Microsoft Certified Solutions Developer (MCSD) - Microsoft

PUBLICATIONS, PATENTS, SPEAKING & TEACHING

Author, Awakening Leadership: The Journey to Conscious Influence - CRC Press / Taylor & Francis, 2026

Author, Program Management Leadership: Creating Successful Team Dynamics - CRC Press, 2014

Contributing author, CSO Online (Foundry Expert Contributor Network) - "Single Points of Failure Fail. The SaaS Layer Is Not an Exception," July 2026

Articles: "Managing Transformational Change: A Core Competency for Organizations"; "The Value of Emotional Intelligence in Transformational Change"; "Leadership: The 11th Knowledge Area"

Patent: Closed-caption telephone for the hearing impaired

EDUCAUSE Annual Conference session proposal - institutional continuity architecture and the Academic Continuity Repository (ACR)

Featured guest, Software Process and Measurement Cast (SPaMCAST) and Top Innovators Podcast; speaker and facilitator on AI governance, institutional continuity, emotional intelligence, conscious leadership, and ethical decision-making

Adjunct Professor - George Mason University (MBA program and project management, 2009 - 2012) and Strayer University (business, project management, operations management, 2012 - 2015); curriculum development contributor, Master's in Project Management, Harrisburg University; instructor, University of Phoenix

Affiliations: Project Management Institute (PMI), credentialed member;