

# Lee Yount, Jr.

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## Chief Information Officer / IT Director

A proactive, high-achieving manager of designs, development and implementation of software solutions, and a capable overseer of administration and support for dozens of business applications, yielding exponential improvements in stakeholder satisfaction and operating efficiencies.

### Qualifications Summary:

- Over twenty years' experience translating business processes and end-user requirements into functional system requirements that improved productivity and reduced operating costs by developing systems in-house.
  - Successfully managed more than 30 projects, 90+ applications and relationships with many stakeholder managers throughout various departments and divisions.
  - Extensive work with configuration design, implementation, testing application support and maintenance.
  - Created and optimized application coding techniques, balancing and query performance reducing the average cost of projects.
  - Assigned, monitored and prioritized the work of 7 systems analysts and developers while providing technical and administrative support.
  - Able to express ideas and communicate with non-technical users as well as hardware/software technicians.
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### Core Competencies:

**Stakeholder Interaction:** Manage interactions with executive clients and sponsors, driving satisfaction and identifying opportunities to enhance stakeholder value through the application management function while extending the scope of services.

**Delivery:** Manage various components of the application management solution including defining the project scope, estimating the resources and cost of the solution, customizing processes, defining the support organization model, defining appropriate governance and customizing the support tools. Able to plan and execute the transition to the application management solution by establishing and managing service levels and designing and implementing continuous improvement programs that optimized stakeholder value.

**People Development:** Served as a counselor and coach; offer input and guidance into the staffing process; actively participate in staff recruitment and retention activities; provide leadership and support for delivery teams and staff.

## **Professional Experience:**

### **Freelance - Information Technology Consultant**

**January 2023 - Present**

Technology consulting for a variety of clients

Since experiencing a company-wide layoff in January of 2023 I have been working with a variety of clients including an educational curriculum company, food industry company, and several private clients.

Some of the projects that I have worked on include website development, networking (mesh networks), and marketing strategies.

### **Robinson Enterprises – Chief Information Officer**

**September 2016 - January 2023**

Oversaw all technology operations for 3 multi-million dollar cabinet manufacturing businesses.

Managed network operations for the corporate and manufacturing facilities. This includes a LAN with WiFi throughout the facility, security camera system, network printers, email, and phone system.

Strategized with management and stakeholders to use technology as a tool to create better manufacturing processes, as well as a better experience for our customers. This includes easy to use eCommerce stores that allows customers to easily browse and purchase cabinets, cabinet doors, and accessories online. The backend of this system provided the manufacturing facility all the information they needed to make, and ship an order to the customer.

Designed and maintained websites for customers to browse and purchase products.. This included an eCommerce store, as well as more static information for customers. I migrated existing, and created new websites on WordPress with WooCommerce platforms that saved the company over \$50,000 in annual revenue.

Managed the Director of Marketing and collaborated on social media, and CPC marketing campaigns. This includes Facebook Pages, Facebook Ads, Instagram, Twitter, Pinterest, and Google Ads.

In January of 2023 the owner informed all the employees that he was closing the doors and laying us off. Since January of 2023 I have been freelancing and technology consulting.

### **Catawba County Government – IT Manager**

**April 2014 – September 2016**

Assign, monitor and prioritize the work of 7 systems analysts and developers while providing technical and administrative support for applications across all the departments for Catawba County Government. I meet with key stakeholders to discuss and coordinate projects that affect internal customers as well as external customers. I am fiscally and technically responsible when managing projects so that the best most effective solution is implemented with the highest return on investment.

- Managed the creation of a performance metrics dashboard that is an interactive web-based tool that provides graphs, narratives, and performance indicators to organize information about Catawba County, NC in an easy-to-access format. Producing this in-house rather than buying a product saved \$80,000 annually.

- Managed the creation and implementation of converting a manual paper process for conducting damage assessments after a natural disaster, to an electronic process using web forms, and mobile application to capture data.
- Created and facilitated monthly developer roundtables where Application Development, and other interested staff attend a session to share new technologies, and items that may be used across the organization.
- Managed and implemented equipping the entire Building Inspection division of Building Services with iPads and mobile printers in order to perform mobile inspections in the field and provide real-time permits to customers.

#### **Catawba County Government – Programmer Analyst**

**March 2008 – April 2014**

I was responsible for developing and supporting applications for different departments across the organization. I also was the administrator of Catawba County's social media channels, and websites.

- Implemented Firehouse, an electronic fire system for the Fire Marshal's Office used to track and report inspections, investigations, and occupancies across Catawba County, NC.
- Lead the web team in redesigning and maintaining the main Catawba County, North Carolina website that resulted in winning the Digital Counties Survey award for 2012, 2013, and 2015.
- I assisted Emergency Services push vital information out to our citizens about natural disasters via social media. This effort was recognized by being awarded the 3CMA Digital Interactive 2011 Silver Circle Award
- 2012/2013 Strategic technology plan and project portfolio
- Various speaking engagements about technology trends and how Catawba County Government is using technology.
  - NCLGISA Symposiums
  - Digital Government Summit
  - Future Business Leaders of America Regional Conference
  - Carolinas Associations of Government Purchasing
  - The North Carolina City & County Communicators
  - North Carolina Association Register of Deeds
  - CVCC - Small Business Center
  - Catawba County Chamber of Commerce

#### **Carolinas Healthcare System – Application Specialist for Cardiac Applications**

**April 2006 – March 2008**

Managed and supported a multi-million dollar cardiac imaging system for some of the top cardiac care facilities in the US. Coordinated and implemented multi-site installations of software and hardware for new, and existing sites. Collaborated with clinical and Information Technology teams during implementations.

- Project Coordinator for multi-site cardiac imaging system implementation for Mecklenburg Medical Group.
- Supported cardiac imaging for 10 Carolina Medical Center hospitals in North Carolina.

- Negotiated contracts and support agreements with vendors to streamline cost while maximizing workflow for doctors and clinicians.

**Catawba County Public Health – Application Specialist**

**March 2004 – April 2006**

Supported all Public Health clinics with hardware and software technology needs. Encouraged clinics to use technology in order to streamline their business processes and workflows, while decreasing cost and time.

- Supported CHMC, billing and scheduling software for clinics.
  - Emergency Response Team Member
  - Supported Public Health Staff with daily technology needs
  - Strategized and implemented technology to decrease paper usage and cost while increasing productivity.
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**Education:**

**Western Carolina University, Cullowhee, NC**

**1998-2003**

- Bachelors of Science in Business Administration  
Major: Computer Information Systems

**North Carolina School of Government, Chapel Hill, NC**

**2012-2013**

- National Certified Government Chief Information Officer - CGCIO