

# LOIS BOISSEAU

Information Technology Deputy Director

## PROFESSIONAL SUMMARY

Strategic technology leader with 25+ years of experience across government and corporate environments, directing IT operations, enterprise systems, and cross-functional teams. Recognized for aligning technology initiatives with organizational goals while fostering strong stakeholder relationships and delivering exceptional customer service.

## EDUCATION

**Cum Laude, Bachelor of Science – Computer Information Systems**

**Minor – Business Administration**

Rollins College

## PROFESSIONAL EXPERIENCE

**Deputy Director, Information Technology Department | 2024 – Present**

**Assistant Information Technology Director | 2016 – 2024**

**Information Technology Engineering Manager | 2016**

**Information Systems Manager | 2007 – 2016**

**Systems Analyst | 2005 - 2007**

**Brevard County Board of County Commissioners – Viera, FL**

Progressive leadership career within Brevard County's Information Technology Department spanning technical management, operational leadership, strategic planning, and executive oversight. Trusted advisor to county leadership with responsibility for technology operations, departmental administration, budgeting, project governance, team development, and delivery of technology solutions supporting countywide services and organizational objectives.

- Contributed to long-term IT strategy and departmental vision through multiple leadership promotions and expanding executive responsibilities.
- Direct and mentor cross-functional IT teams including software developers, business analysts, and customer support staff.
- Lead organizational planning, project prioritization, resource allocation, and departmental decision-making.
- Collaborate with county leadership, departments, and stakeholders to align technology initiatives with strategic and operational goals.
- Manage departmental budgeting, staffing, vendor coordination, and performance oversight for nearly 40 IT employees.
- Oversee implementation and modernization of systems, custom-developed applications, and digital services supporting county departments, countywide operations, and public services.
- Guide software development lifecycle activities including requirements analysis, system design, testing, implementation, and ongoing support.

## **Principal Support Engineer | 1997 – 2005**

### **Oracle Corporation – Orlando, FL**

Supported Oracle software products through application development, customer implementation support, team leadership, training, and enterprise support operations within a global technology organization.

#### *Developer*

- Executed Integrated Product Development software that reduced overall defect resolution time.
- Analyzed, designed, and developed a Training Tracking System using ASP with Access Database applying VB and JavaScript technologies.
- Created functional specifications, development standards, and testing scripts.

#### *Order Management Suite Support Analyst*

- Provided comprehensive, enterprise-level support for Oracle Order Management products and participated in Oracle R11i Order Management beta testing initiatives.
- Delivered Oracle University training sessions for customers implementing enterprise software solutions.

#### *Oracle Purchasing Team Lead*

- Led support operations for Oracle Purchasing product team including Queue balancing, Tar Reviews, personnel scheduling, and mentoring.
- Supported customer issue resolution and provided technical guidance through Oracle MetaLink customer forums.

## **Senior Consultant | 1994 – 1997**

### **MCI Systemhouse – Orlando, FL**

Provided consulting, project management, system analysis, and development leadership for large-scale enterprise technology, systems integration, and data conversion initiatives across complex business environments.

#### *Project Manager*

- Managed mainframe production support operations on IBM MVS/TSO environments utilizing IMS database, VSAM files, COBOL, and Eztrieve programs in both batch and online environments.
- Directed project activities including business requirement gathering, system analysis, functional design, detailed design specifications, data conversion specifications, system testing scripts, user acceptance testing (UAT), and user and help desk training materials development.

#### *Team Lead*

- Orchestrated the functional design of all modules including Order Management, Sales Force Management, Flexible Incentive Programs, Payment Processing, Distributor Transitions, A/R (1099) interface to package, Reporting, Security, System Administration; and all related system interfaces.

#### *Development Lead*

- Spearheaded development initiatives involving FourGen Distributed Management Systems applications utilizing Informix databases.

## **Programmer Analyst | 1991 – 1994**

### **Tupperware World Headquarters – Orlando, FL**

## **Programmer/Tape Librarian/Operator | 1985 – 1991**

### **McDonnell Douglas – Titusville, FL**

## LEADERSHIP & RECOGNITION

- Brevard's Best Award
- Exceptional Cooperation Award
- Pulling Together Award
- Extra Mile Award
- Teamwork Award - Performance Management Process Improvement Team
- County Certificate of Professional Development
- Lean Six Sigma Green Belt
- ELI, 7 Habits, 5 Choices Leadership Courses

## COMMUNITY INVOLVEMENT

- Casting for Recovery – Florida
- AFS Intercultural Programs
- Community Thanksgiving Dinner Volunteer
- Corporate 5K Team Lead
- Run@Work Day Organizer
- United Way Department Coordinator
- Team USA Olympics Marathon Trials Volunteer