

# EDOBOR COLLINS EFAM

## TECHNOLOGY EXECUTIVE

### CONTACT

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Bloomington, IL, USA 

[LinkedIn Profile](#) 

### EDUCATION

MS, Management &  
Organizational Behavior  
Benedictine University  
June 2019

Assoc. of Applied Science  
Ivy Tech Com. College  
May 2016

### SKILLS

Leadership  
Communication  
Critical thinking  
Problem solving  
Adaptability  
Consensus building

### SUMMARY

Technology executive and IT leader with a Computer Science background and extensive experience in project management, application development, infrastructure, and cybersecurity. Record of leading initiatives from planning through implementation with a focus on secure and scalable solutions. Strong analytical and problem-solving skills developed over years of leadership, technical, and operational experience.

### PROFESSIONAL EXPERIENCE

#### Chief Information Officer

Illinois State Board of Education (ISBE) | Nov 2023 – May 2026

- Principal policy-formulating administrator for agency-wide IT services covering internal and external users, including 852 school districts.
- Provided strategic direction for the design, development, operation, and support of agency IT systems, overseeing a staff of 110+ people.
- Built a Cybersecurity unit and established application security controls for developers.
- Directed and managed IT operations to ensure effective, efficient, and secure delivery of services.
- Collaborated with multiple internal and external stakeholders to deliver enterprise technology capabilities.

#### Deputy Chief Technology Officer, IT Bureau

Office of the Illinois Attorney General | Jan 2023 – Oct 2023

- Supervised project management and application development team leads while mindful of budget and schedule.
- Developed an IT strategic plan to reduce application redundancy and establish standard operating procedures for system development.
- Supported migration of agency databases from Microsoft Access to SQL Server.
- Participated in IT hiring efforts and created an onboarding plan for new employees.
- Helped to transition the agency's virtual access platform from Remote Desktop Web Access to VMWare Horizon.

## **ADDITIONAL PROFESSIONAL EXPERIENCE**

### **Supervisor, IT Bureau**

Office of the Illinois Attorney General | Mar 2022 – Dec 2022

- Trained and supervised PC technicians to ensure timely, professional support for agency users.
- Ensured that deployed systems were updated and aligned with agency standards and unit policies.
- Coordinated support activities across the downstate region and worked closely with network and programming teams on project rollouts, application issues, and database-related requests.

### **PC Technician, IT Bureau**

Office of the Illinois Attorney General | Apr 2021 – Mar 2022

- Performed system and software installation, Active Directory administration, printer configuration, and multifactor authentication support.
- Provided mobile device management support, and end-user training.
- Participated in procurement processes and recommendations.

### **PC Technician, IT Department**

Lincoln Land Community College | Oct 2020 – Apr 2021

- Handled system and software installation, Active Directory management, printer configuration, projector installation, and computer lab support.
- Provided support to both students and faculty.

### **IT Associate Lead, Office of Education and Curriculum**

Southern Illinois University | May 2019 – Mar 2020

- Managed student data and supported software recommendations to improve organizational productivity.
- Worked with vendors on software development and modifications to meet business needs.
- Generated reports using Access, SQL, and Power BI, and maintained user accounts in ExamSoft and MyProgress.
- Updated departmental website content and recommended tools to support student learning.

## **IT Helpdesk Associate, HSHS Information Services**

St. John's Hospital | Nov 2017 – Apr 2019

- Provided system application support, Active Directory account provisioning, password resets, and user account administration.
- Supported MEDITECH, Allscripts, PeopleSoft, and Epic users while delivering responsive customer service.

## **Program Coordinator**

Help At Home | Feb 2015 – Jan 2017

- Trained field staff designed care plans, and coordinated training for office and field teams.
- Supported employee hiring, staff development, and maintenance of employee records.
- Developed programs to improve client outcomes and monitored staff performance for compliance with support plans.

## **IS Support Specialist**

Memorial Health System | Oct 2010 – Sep 2013

- Used Citrix management tools to resolve technical issues related to client databases and monitored and resolved information transmission delays via Cloverleaf Interface.
- Identified emerging risks, managed IT development projects, and performed mainframe maintenance and support.

## **IT Lead Consultant**

EMAX Communications, LLC | Mar 2009 – Oct 2010

- Managed and increased online productivity of client accounts by approximately \$100,000 annually.
- Identified financial and credit risks associated with client accounts and contributed to service quality improvements.
- Prepared financial updates and summaries for management and led cost-analysis efforts using Lean Six Sigma methods.

## **E-Banking Consultant**

Intercontinental Bank PLC | Sep 2007 – Feb 2009

- Analyzed online product offerings and provided financial analysis for an outline product portfolio of approximately \$1.2 billion.
- Managed credit card portfolio performance and reduced credit card risk by approximately \$600 million annually.
- Designed reports and processes using Microsoft Excel and Access to support executive decision-making.
- Prepared monthly operational reports and contributed to cross-functional product development initiatives.

## **Team Lead System Support Engineer**

MTN Nigeria | Mar 2004 – Sep 2007

- Monitored and supported the Virtual Top Up application on SQL Server.
- Performed user reporting and transaction analysis supporting a portfolio of approximately \$530 million.
- Created user forms using Visual Basic.

## **ADDITIONAL EDUCATION**

Ph.D., High Education Administration | Illinois State University, Bloomington, IL, Anticipated 2028

B.Sc. Computer Science | University of Benin, Nigeria, October 2002

Diploma in Data Processing | University of Benin, Nigeria, October 1997

## **ADDITIONAL TECHNICAL SKILLS**

Microsoft SQL Server

C++

Microsoft Suite Applications

VBA

Power BI

Active Directory

VMware Horizon

SysAid