


# Robert McGowan

✉ [rmcgowan@outlook.com](mailto:rmcgowan@outlook.com)  <http://www.linkedin.com/in/robertmcgowan>  
📍 Cumberland, Maine 04021 📞 207-831-7052



## Strategic IT Executive and Technical PMO Leader

Experienced leader with 20 years of experience driving enterprise digital transformation, global cloud migration, fostering cross-functional collaboration, and scaling Agile practices across global organizations. Proven expertise in optimizing complex, multi-million-dollar portfolios with 30% efficiency gains and 15% cost reductions. Committed to fostering high-performing teams and nurturing talent through a focus on innovation and growth. Skilled in empowering individuals and teams to overcome barriers and achieve outstanding results.



**Strategic IT Governance**



**Agile & SFe Transformation**



**Enterprise Cloud Migration**



**Portfolio Management**



**Risk Mitigation & Compliance**



**Talent Development**

## Education

### Bachelor of Arts in Business Administration

*Concentration in Project Management & Information Systems*

University of Maine at Presque Isle

Summa Cum Laude

### Associate of Science

**Computer Information Systems**

University of Maine at Augusta

President's List

## Certification

PMP - Project Management  
Professional (1424780)

CSM - Certified Scrum Master  
(42289708)

SAFe® Agilist 6.0

MCTS – SharePoint Configuration

Microsoft Artificial Intelligence  
Fundamentals

Generative AI at SAP

Oracle Cloud Infrastructure AI  
Fundamentals

CCNA – Cisco Certified Network Associate  
(CSCO11698570)

AWS Solutions Architect – Associate  
(64HTKZgK2BFEQRW6)

CompTIA Security +

Microsoft Security, Compliance, &  
Identity

Microsoft Data Fundamentals

## Professional Experience

### Director, Enterprise IT Project Management Office (PMO) & Agile Delivery

09/2011–Present

IDEXX, a NASDAQ-listed S&P 500® company with a \$40B market cap, is a global leader in veterinary diagnostics, software, and water microbiology, employing over 10,000 people across 70 locations.  
Westbrook, Maine

- Head of a \$50M+ global portfolio, directing 25+ program and project managers to drive 30% greater efficiency and cut delivery timelines by 20%.
- Partner with C-suite executives to develop and execute strategic roadmaps, driving alignment between IT and business objectives, resulting in 20% cost savings.
- Scale Agile practices across the enterprise by establishing an agile-centric, continuous intake and budget forecast process, increasing annual project throughput from 70 to over 300 releases.
- Orchestrate multi-year S/4 HANA migration, enabling scalable growth and driving over \$3B in revenue management, resulting in 40% optimized system performance and enhanced operations.
- Spearheaded a 5-year initiative to migrate all SAP environments to AWS cloud, enhancing cybersecurity, establishing high availability and disaster recovery, reducing costs, and improving performance.

...continued...

- Executed 9 large-scale commercial expansions, transitioning from a distributor model to direct sales, deploying technologies such as Salesforce, SAP, and eCommerce platforms to enhance customer experience (CX), resulting in 15% revenue growth.
- Developed a NIST-aligned cybersecurity program to enhance threat response and reduce corporate risk and separately led ISO compliance initiatives to meet global regulatory standards, cutting incident response times from 5 days to under 24 hours.

### IT Operations Manager

01/2010–09/2011

Geiger, Lewiston, Maine

- Managed a multi-disciplinary team in maintaining ERP, eCommerce, CPQ, CRM, and analytical platforms, achieving a 15% reduction in system downtime by applying ITIL, SLDC principles, and Lean frameworks to optimize processes.
- Implemented a custom, web-based CPQ solution, leading to a 10% increase in organizational efficiency and earning the Geiger "Star" award.
- Steered a cross-functional team in the replacement of an outdated eCommerce platform with new software, infrastructure, and integration design, contributing to a 14% increase in revenue.

### Network Systems Analyst

02/2007–01/2010

Maine Veterans Homes, Augusta, Maine

- Led clinical application rollouts, server installations, and network design, driving IT infrastructure improvements and operational efficiency. Formulated Active Directory security and group policy settings, ensuring robust system integrity.
- Deployed Citrix environments for 500+ users, reducing help desk tickets for remote access issues.
- Established an innovative technology backbone for a new pharmacy, integrating inventory control with compliance systems; the new setup supported over 1,000 inventory items and ensured adherence to regulatory standards.
- Architected and deployed a thin client strategy, replacing all company desktops with Terminal Service and Citrix connections, reducing the help desk call volume for end-user computing issues by 40%.
- Obtained "Employee of the Year" for delivery of excellent service to over 1000 employees.

### Key Skills

Organizational Change Management



Strategic Planning



Program Optimization



Merger & Acquisition Integration



Digital Transformation



Budgeting & Forecasting



Problem Resolution



Stakeholder Management



Cross-Functional Team Leadership



Cybersecurity



ERP/EMR Process & Implementation



Learning Agility



### Notable Public Speaking

- PMI Maine at Roux Institute of Technology
- America's SAP User Group
- CA World
- SAP Sapphire
- SAP TechEd
- Meru Networks

### Volunteering

### Advancement Chair – Scouts Troop 58

Cumberland, Maine

- Develop and implement structured workshops for over 30 scouts, enhancing engagement through hands-on activities that result in the successful completion of 10-12 community service projects a year.