

Robert McGowan

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Explore Portfolio

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 & SAFe 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)

Microsoft Artificial Intelligence Fundamentals

AWS Solutions Architect – Associate (64HTK9K2BFEQRW6)

CSM - Certified Scrum Master (42289708)

Generative AI at SAP

CompTIA Security +

SAFe® Agilist 6.0

Oracle Cloud Infrastructure AI Fundamentals

Microsoft Security, Compliance, & Identity

MCTS – SharePoint Configuration

CCNA – Cisco Certified Network Associate (CSCO11698570)

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.

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- 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

Geiger, Lewiston, Maine

01/2010–09/2011

- 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.

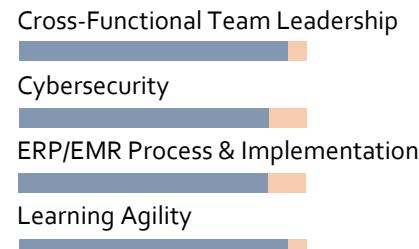
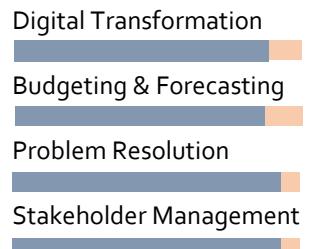
Network Systems Analyst

Maine Veterans Homes, Augusta, Maine

02/2007–01/2010

- 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



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.