

JAMES TADA

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GROWTH & SUPPORT PLANNING | DIGITAL TRANSFORMATION | PROCESS IMPROVEMENT

I am an accomplished IT leader with extensive experience in shaping and executing comprehensive strategies for application development, operations, security, infrastructure, and business intelligence. I have a demonstrated history of managing diverse IT portfolios and fostering strategic partnerships with business units to deliver innovative solutions that enhance operational efficiency and drive growth. Recognized for my ability to analyze complex challenges and translate them into actionable strategies, I excel in developing and executing plans that achieve measurable results and align with overarching business objectives.

AREAS OF EXCELLENCE

- IT Operations Leadership
- Transformation Leadership
- IT Strategy & Planning
- Business Continuity
- Disaster Recovery
- Security
- Strategic Vendor Partnerships
- Resource Optimization
- Project Portfolio Governance
- Product Management
- Homeowners Insurance
- Personal Auto Insurance
- Regulatory Reporting
- Strategic Problem Solving
- Cross-Functional Collaboration
- Communication
- Strategic Prioritization
- Interpersonal
- Determination
- Adaptability
- Work Ethic

PROFESSIONAL EXPERIENCE

First American Property & Casualty Insurance Company – Santa Ana, CA

February 2019 - Present

Senior Information Technology Manager

Recruited back to the company to address critical integration challenges within a multi-million-dollar initiative to modernize core policy administration systems. Identified project inefficiencies through interviews with leaders, analysts, and developers, and developed a strategic plan to streamline development. Expanded role to oversee daily IT operations, including software development, IT infrastructure, and system maintenance, ensuring alignment with business objectives and operational efficiency.

During winddown activities, was responsible for the investigation of all value streams of the information technology department and planning for resource reduction, identifying key resources for retention benefits, plan for hardware and software retirement and renewal negotiations. Planning required collaboration with business leaders to include regulatory requirements for Department of Insurance reporting, federal and state level data retention requirements, and claims servicing requirements.

First American Financial Corporation – Santa Ana, CA

October 2017 - February 2019

Information Technology Project Manager

Transitioned to an IT Project Manager role in 2017 within the larger parent company's IT organization, managing multi-million-dollar, multi-year projects utilizing SCRUM methodologies. Successfully delivered enhancements for title applications, ensuring timely project execution and alignment with strategic business goals.

First American Property & Casualty Insurance Company – Santa Ana, CA

April 2003 - April 2017

Information Technology Manager

Delivered hands-on architectural design and leadership for initiatives that drove company growth from \$40M to \$170M in annual revenue. Spearheaded the design, development, and strategic direction of all web-based B2B, B2C, and internal applications. Successfully integrated core applications with Vertafore ImageRight, Vertafore AMS360, Smart Communications (formerly Thunderhead), and Salesforce, enhancing operational efficiency and customer engagement.

Positions Held

April 2003 – April 2007 – Business Analyst

April 2007 – August 2008 – Business Analyst Lead

August 2008 – July 2011 – IT Supervisor

July 2011 – April 2017 – IT Manager

MAJOR INITIATIVES

Company Winddown

IT Operations / Strategy & Planning / Change Management / Vendor Management / Resource Management

Led strategic IT resource reduction initiatives during company winddown, collaborating with business leaders to streamline operations. Successfully planned workforce reduction, application decommissioning, and hardware retirement while ensuring smooth policy transfer to buyers. Negotiated vendor contract terminations, effectively reducing financial obligations to zero.

Core Platform Migration

Strategy & Planning / Resource Management / Solutions Architect / Transformation / Process / Culture / Transparency

Spearheaded a comprehensive review of a year-overdue, multimillion-dollar project, identifying critical issues impeding progress. Engaged with project managers, stakeholders, and developers to design an actionable turnaround plan. Initiated cultural and process changes, fostering stronger collaboration between IT and business teams to enhance project execution and delivery.

Electronic Application Implementation

Digital Transformation / Automated Underwriting / Process Improvement / Feedback Loop

Collaborated with third-party insurance agents, underwriters, and claims agents to implement the company's first online application system using ACORD standards. Led requirements gathering, conceptual architecture design, and facilitated user training and feedback, streamlining the application process and improving operational efficiency.

Automation

Automated Testing / Release Management / Process Automation

Identified and implemented automation opportunities to reduce repetitive tasks, leveraging Katalon, ReadyAPI, and Nexial Automation for testing and process automation. Streamlined operations through self-service solutions and backend automation, resulting in headcount reductions across multiple departments.

Methodology/Microsoft TFS

TFS / Agile Scrum / Culture

Transformed IT project management by migrating from a ticketing system to Microsoft Team Foundation Server, introducing Agile Scrum methodologies. Established sprint cycles and revamped change control processes, improving project quality, risk transparency, and alignment with business objectives.

Integrations

SOAP / REST / XML / Automation / Data Exchange

Strategically aligned business needs with technology solutions by architecting all internal and external integrations, including the company's first B2B integration. Developed an automated underwriting system that enabled significant production growth and nationwide expansion, achieving scalability without substantial increases in headcount.

Commercial and Consumer Websites

.NET Development / CSS / Web Design / User Experience / Transformation

Oversaw the end-to-end development lifecycle, from conceptualization to implementation, of the company's public and private web applications. Led cross-functional teams to deliver scalable, high-quality solutions that aligned with business objectives and enhanced user experience.