

# Todd D. Kleine, Ed.D., PMP, CRM

## PROFESSIONAL EXPERIENCE

*Experienced higher education practitioner with progressive management experience in key institutional areas such as: information technology, enrollment management, marketing, university/shared governance, records/information management, and student affairs.*

### **Interim Chief Information Officer**

**2021 – Present**

Division of Information Technology – Dominican University, River Forest, Illinois

- Work effectively with the president, university leadership, governance committees and the IT leadership team in strategic planning, policy development, strategic visioning and oversight of information resource operations.
- Develop and manage \$1.7 million in capital and operating budgets to ensure both effective support and oversight of information technology investments in conjunction with university-wide planning processes, which includes telephone and television services in addition to all computer and audio-visual services.
- Lead a divisional team of 16 and manage personnel functions such as: performance evaluations, development, retention, recruitment, and succession planning.
- Oversee IT-related vendor relations, negotiations, and contractual arrangements to ensure proper management and the safety and integrity of corporate data.
- Provide leadership in planning, purchasing, implementing and managing IT infrastructures that assist and enhance academic and administrative systems.
- Oversee the development and maintenance of IT disaster recovery, business continuity, and information security plans.
- Foster a culture of commitment to innovation and creativity, quality, and effective service; ensure continuous and consistent delivery of technology services through oversight of service level agreements with end users and appropriate engagement across campus.
- Apply appropriate laws, regulations and requirements that govern the university's use of information technology.

### **Executive Director of Enrollment Systems and Operations**

**2018 – 2021**

#### **Director of Enrollment and Marketing Systems**

#### **Director of Enrollment Systems**

Division of Enrollment Management & Marketing – Dominican University, River Forest, Illinois

- Provided strategic oversight of technology and enrollment operations for a portfolio of first-year, transfer, post-baccalaureate and graduate programs, directly supervising a team of eight employees across two departments.
- Served as a system administrator for the divisional technology stack, including assets such as: Salesforce CRM, Jenzabar EX SIS/ERP, Salesforce Marketing Cloud, Common App, TargetX event module, university website, mobile recruitment app, university live chat and text messaging software.
- Oversaw all system-related data and information exchanges within the enrollment management and marketing division, including responsibility for reporting to external and internal stakeholders.
- Served as primary project manager for all divisional initiatives and implementations such as: mobile recruitment app launch, marketing automation system implementation, website live chat launch and search vendor conversion.
- Oversaw all external-facing web strategies, ensuring DU's brand is communicated in a consistent and compelling way in recruitment communications to all external and internal audiences of the university.
- Served as chair of the DU Administrative Information Technology shared-governance committee, working to further university-wide technology initiatives for administrators.

### **Director of Records & Policy Management**

**2011 – 2018**

#### **Assistant Director of Records Management**

Office of the Secretary – DePaul University, Chicago, Illinois

- Served as the strategic leader for the Records Management Office (RMO) of the largest Catholic university in the United States, with over 22,000 students and 1,600 full-time employees.
- Provided strategic oversight of *Perceptive Content™*, the university's electronic information management system, storing approximately 4 million records in over 100 campus departments or units.
- Increased record volume of the *Perceptive Content™* system by 130%, adding 1,000+ users, 2 million records and 95 units in five years.
- Chaired of the *Policy Review Group*, a participatory governance entity responsible for editing and approving all 200 established university policies and procedures.

**Business Analyst****2008 - 2011**

Division of Information Technology – Dominican University, River Forest, Illinois

- Project managed technology infrastructure initiatives in areas such as: enrollment management, human resources, finance, and student affairs.
- Project managed the development of Dominican University’s first online graduate admissions application.
- Assisted the Chief Information Officer in increasing enterprise-wide utilization of the Jenzabar EX™ ERP, including the creation of data standards across various units.
- Created custom datasets for strategic leaders utilizing Jenzabar EX™ source data.
- Assisted the Provost and various academic deans in creating data sets for accrediting bodies, working in concert with the Director of Institutional Research.

**Residence Hall Director – Coughlin & Centennial Halls****2006 - 2008**

Division of Student Affairs – Dominican University, River Forest, Illinois

- Supervised, trained and developed twelve paraprofessional employees while managing a housing complex of 300 students.
- Oversaw the Department of Residence Life conduct system for on-campus residents.
- Served on a 24/7/365 supervisor-on-call rotation, managing various student crises and facility issues.

**TECHNICAL SKILLS AND EXPERIENCE**

*Experienced super-user/administrator of key university technologies, emphasizing an approach of selecting and implementing systems that appropriately meet business needs and operations.*

**CRM & Enrollment Management Systems**

- Salesforce CRM
- Liaison Web Admit
- Common App
- TargetX

**Student Information Systems**

- Jenzabar EX
- PeopleSoft
- PowerFAIDS

**Learning Management Systems**

- Canvas
- D2L

**Content Management & Creation Systems**

- Perceptive Content (ImageNow)
- Form Assembly
- Drupal

**SMS Messaging Systems/Mobile Apps**

- SMS Magic
- Full Measure Education

**Marketing Automation Systems**

- Salesforce Marketing Cloud

**Business Intelligence Software**

- IBM Cognos

**Live Chat Systems**

- Live Help Now

**Data Transformation and Loading Tools**

- Informatica Cloud

**UNIVERSITY TEACHING EXPERIENCE**

*Experienced adjunct faculty member with the ability to effectively instruct in multiple modalities (in-person, hybrid and fully-online) for undergraduate and graduate level courses. Course evaluation ratings consistently above average for each academic department.*

**Management Information Systems (MIS 140) and Systems Analysis & Design (MIS 674)****2016 – Present**

Kellstadt Graduate School of Business/Driehaus College of Business – DePaul University

**Records & Information Management (LIS 886), Organizational Informatics (INF 220) and Code and Power (INF 410).****2014 – Present**

School of Information Studies – Dominican University

**Conflict in Organizations (OPD 4815) and Supervision in Organizations (OPD 4835)****2014 – 2017**

School of Continuing Education – Eastern Illinois University (Chicago area campuses)

**Introduction to Computer Applications (CIS 120)****2007 – 2021**

Rosary College of Arts &amp; Sciences – Dominican University

## EDUCATION

### **Doctor of Education – Education Leadership**

*DePaul University, Chicago, Illinois*

**Conferred: March 2018**

### **Project Management Professional (PMP) #1696450**

Project Management Institute

**Effective Date: February 24, 2014**

### **Certified Records Manager (CRM)**

Institute of Certified Records Managers

**Effective Date: July 1, 2013**

### **Master of Business Administration - Management Information Systems**

*Dominican University, River Forest, Illinois*

**Conferred: August 2011**

### **Master of Science – Training & Development/Work Performance Improvement**

*Eastern Illinois University, Charleston, Illinois*

**Conferred: May 2006**

### **Bachelor of Science – Business Administration**

*Lewis University, Romeoville, Illinois*

**Conferred: May 2004**

## MEMBERSHIPS & AWARDS

Staff Quality Service Award Recipient – DePaul University

2017

National Board Member, Association of College and University Policy Administrators (ACUPA)

2017-2018

- Assistant Secretary/Treasurer, 2017-2018

Member, Association of Records Managers and Administrators (National & Chicago Chapter)

2011 – Present

- Chairman of the Board (ARMA Chicago Chapter), 2014-2015
- President (ARMA Chicago Chapter), 2013-2014

## PRESENTATIONS

How Data-Driven Enrollment Can Attract and Engage Your Best-Fit Students

October 2019

*AACRAO-Strategic Enrollment Management Conference – Dallas, Texas*

Nudge, Ding, Vibrate: Implementing an Effective SMS and Push Messaging Strategy

May 2019

*Jenzabar™ Annual Meeting & User Conference – San Diego, California*

DePaul University: Driving Culture through Effective Policy Management

May 2016

*Association of College and University Policy Administrators National Conference – Minneapolis, Minnesota*

DePaul University's Cross Functional Approach to Records Management

April 2013

*Perceptive Software Inspire User Conference – Phoenix, Arizona*

The President's Office Manual Workshop – Business Continuity Planning & Policy Creation

March 2012

*National Association of Presidential Assistants in Higher Education Annual Conference – Los Angeles, California*

Best Practices in Student Retention

June 2010

*Jenzabar™ Annual Meeting & User Conference – Orlando, Florida*