Town of Huntersville
NORTH CAROLINA

NOTIFICATION FOR SERVICE FOR THE TOWN OF HUNTERSVILLE BOARD OF ADJUSTMENT

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BACKGROUND INFORMATION

NAME __Louis A. Cosentine__   HOME PHONE __704-947-2282__

HOME ADDRESS __15704 Berryfield Street, Huntersville, NC__   CELL PHONE __704-293-5550__

DO YOU RESIDE IN THE TOWN LIMITS OR ETJ? _Town Limits__

PRESENT OCCUPATION _Technology Consultant__   WORK PHONE __(704) 765-5050__ PLACE OF

EMPLOYMENT _____Carlisle and Gallagher Consulting__

EMAIL ADDRESS _____Sailor.fs398@att.net__

APPROXIMATE HOURS AVAILABLE PER MONTH FOR SERVING ON ADVISORY BOARD ___15___

NAME OF ANY TOWN OR COUNTY BOARDS/COMMITTEES/COMMISSIONS YOU ARE PRESENTLY SERVNG ON:

_____N/A_____ EXPIRATION DATE _____

_____N/A_____ EXPIRATION DATE _____

EDUCATION

Wake Forest University, Winston Salem NC - .

- M.S. Solid State Physics,
- BA with Honors in Physics,_____

BUSINESS AND CIVIC EXPERIENCE _____

- Proven Technology Executive with 20 years of Experience.
- Grand Oak Elementary Executive Board
- Soccer Coach for Recreational Soccer U5-U8
- I have my Small Sailboat Certification and have assisted with the North Carolina Sailing Program.
- Local Community Pool Volunteer; Local Leader for neighborhood Cul-de-sac
- I teach Sunday School at DCPC
- Previous law firm experiences as a law-clerk for a firm that focused on litigation.

AREAS OF EXPERTISE AND INTERESTS/SKILLS _____Technology Delivery, understanding multiple party perspectives, and developing a long term strategic vision, lived in Huntersville for 10+ years

I, the undersigned, understand this application and attached questionnaire will be kept on the active file for a two (2) year period only.

_____   __11/5/2015__
(Signature of Applicant)   (Date)

QUESTIONNAIRE

To assist the Board of Commissioners in making appointments to the Board of Adjustment, please respond briefly to the following questions. There is no right or wrong answer. Your responses will provide a framework for discussion with the Mayor and Commissioners.

Overview: The Board of Adjustment consists of Regular and Alternate Members appointed by the Board of Commissioners. The Regular membership shall consist of six (6) members who reside within the corporate limits, and one (1) extraterritorial member. The number of Regular members appointed who reside in the extraterritorial zoning jurisdiction ("ETJ") shall at a minimum meet the requirement of NCGS §160A-362 for proportional representation, but shall in no instance be less than one (1). The Alternate membership shall consist of at least two (2) members who reside within the corporate limits, with the remaining alternate member residing in either the corporate limits or the ETJ.

The Board's primary function is to act upon variances, which are specific requests for deviation from the strict letter of the law of the Huntersville Zoning Ordinance. As an example, picture a property with a stream running through it thirty feet back from the road. If the Zoning Ordinance requires that every new house must be set back thirty feet from the road, the property owner is faced with a hardship and may request a variance. The Board of Adjustment acts quite literally as a court, with evidence presented, petitioners sworn in, and strict rules followed to determine if indeed a hardship exists. The Board considers the facts relative to the petition and formulates a legally-binding ruling.

1. Please describe the areas of community service in which you have participated, in Huntersville or elsewhere.

    I have been on the planning committee's for several Winfield Forest projects, as well as the welcoming committee for Berryfield Street. Additionally, I have been a recreational soccer coach for the Carolina Rapids for U5-U8.

    Separately, I have been a member and support of the North Carolina Sailing Association, promoting sailing for the ENTIRE Mecklenburg community.

    I am on the Parent Leadership board at Grand Oak Elementary School

    I am a sponsor for the E-2-D (Elimination of the Digital Divide) program for Grand Oak Elementary school. I coordinate all activities regarding this fund raiser. The function of the activity is to not only raise money but to raise awareness of the program.

    Davidson College Presbyterian Church also performs a variety of community service projects and I am both a support and a leader in those activities.

2. Briefly describe your vision for Huntersville in the next 10 to 15 years. What factors during that time will shape the growth of our community?

I believe that we learn from our history. Huntersville has grown substantially over the last ten years. During that period, many of the different types of zoning ordinances mostly for the better. However there are opportunities to maintain a longer term vision. The key concern while doing this is to balance the strategic or long term needs of the community vs the tactical needs of the folks making the request.

3. Since the Board of Adjustment is a quasi-judicial body and must act essentially as a court, it is bound by strict rules of procedure and must use specific findings of fact in order to reach a ruling. As such, Board members must base their ruling on the facts alone, and not on emotion. As a potential Board member, how will you ensure that your decisions are formed objectively?

As a Technology consultant, it is my job to give my clients objective data, and to match that objective data to the prioritization and needs they have. It is important to understand what the adjustment is, why it is being requested and at the same time have a perspective on the long term vision of the folks who drew up the design in the first place. Understanding the request and why it is being requested creates the context for a decision that may or may not seem very straight forward.

4. With rapid development occurring in Huntersville and the surrounding area, the character and growth patterns of our community are changing rapidly. Please discuss briefly any problems that you perceive, anything that you would like to change, and/or anything you find particularly appropriate to Huntersville.

As a Parent and as a 10 year member of this community, I am looking forward to ensuring that throughout Huntersville's development, it continues to create mechanisms for community that will differentiate itself from other Cities. Greenways, Walking Trails, Bike Trails, public transportation, and zoning that allows for easy access for both businesses and residential areas are key to this growth.

OTHER COMMENTS:

Including Copy of Resume

Town of **Huntersville**
NORTH CAROLINA

The Town of Huntersville Board of Commissioners sincerely appreciates the interest of all citizens in the Town's advisory committees and urges the public to nominate qualified persons for membership. Nominations may be sent to:

TOWN OF HUNTERSVILLE
ATTN: Michelle Haines
P.O. BOX 664
HUNTERSVILLE, NC 28070

For more information on the responsibilities of various advisory bodies, applicants may contact the Planning Department at (704) 875-7000.

Thank you for completing the application and questionnaire. Please return them to the Huntersville Planning Department

LOUIS A. COSENTINE

15704 Berryfield Street • Huntersville, North Carolina 28078
704-293-5550 (c) • 704-947-2282 (h) • sailor.fs398@att.net

SENIOR TECHNOLOGY EXECUTIVE

Dynamic, innovative executive who leverages 19 years of technology infrastructure, development and implementation experience. Exceptional business acumen and a broad technical background to fuel corporate growth opportunities and propel organizations of all size to greater success. Specialize in planning, developing, and implementing cutting-edge technical solutions to address the strategic business plans of multi-national financial services organizations. Strategic thinker able to quickly identify overall corporate needs and lead technology initiatives to maximize performance, operations, and profitability. Inspirational leader to diverse global resources, consistently exceeding stakeholder expectations through training, Hands-on management, and establishment of key performance indicators.

AREAS OF EXPERTISE

IT Governance • Systems Architecture • System Performance Engineering
CJIS (Criminal Justice Information Services) Cleared • IT Outsourcing • High-Performance Transactional Processing
Net-Centric Parallel Processing • Global Delivery Center Build-Out
Problem Resolution • Capacity Planning • Infrastructure Design • Application Development Methodology (ADM)

PROFESSIONAL EXPERIENCE

First Advantage • Atlanta, Georgia • 2014-May 2015

Corporate Applications Vice President responsible for the initial infrastructure build out and global support of Oracle eBusiness Suite, Oracle Siebel Sales systems, and private cloud Microsoft collaboration tools (Outlook/Lync/Sharepoint) to support over $550 Million in revenues in a 12 month period. This was done using a cost effective global model, both for the build and run operations. Technologies platforms architected included old and new operating systems including (Solaris/OEL, RHel, CentOS, Windows 2008r2). Applications included leveraging JBOSS, Apache, IIS, Oracle, Percona MySQL, and MS SQL). Implemented a standard monitoring tool (SCOM) and a single pane of glass to create an automated/simplified support structure while improving availability. Louis had overall infrastructure and production support responsibilities. Louis was also responsible for all CHRI certified systems production systems at FADV. This included revenue generating systems of about 20% of overall company revenues.

ACCENTURE • Charlotte, North Carolina • 1996-2014

Commercial Project Executive Director (May 2011 – January 2013)
Hand-picked by Accenture leadership to serve as a principle technology advocate in support of Citigroup Real Estate and Lending (REL) division. The role includes defining and implementing Application Development Maturity process improvement strategies to REL in order to differentiate from current incumbent providers. This includes reviewing, analyzing and supporting alternative development techniques, including Agile (for iterative development), and Waterfall approaches. The transformational role includes standard work planning, executive communication, requirements, and traceability and application development quality metrics.

- Created Accenture's global delivery IT capability with Citigroup which included both development and testing capabilities
- Developed initial market share (12%) within Citi REL technology space, taking market share from the competition by focusing on complex on-time delivery, correct talent delivery, and quality metrics.
- Demonstrated SME ADM capability, leveraging knowledge of waterfall and agile development methods. Supported the first Agile development sprints within Citi REL, providing expertise and developers who have exposure to quality improvement techniques.
- Created a strong team of Websphere, Tibco and JAVA developers to support complex Citi delivery producing quality delivery metrics as they deliver code, providing an additional differentiator for the client.

- Increased capacity of the Accenture off-shore team by over 300%, leading the build-out of delivery centers in India and Philippians
- Managed diverse teams, supporting multiple platforms including JAVA, Windows, C/C++, DB2, COBOL, and interfacing databases.
- Created Automation Testing Capability and managed functional testing initial team.

Technical TCoE - Shared Services Director (2005- May 2011)

Executive-level manager developing strategies, processes, and plans to ensure successful delivery of $55 million outsourced technical global delivery Technical Testing capability for Bank of America. Own key client relationships and provide subject-matter expertise to client in defining project scope, infrastructure environment, test environment support, Performance Testing, Functional Security Testing, Functional Automation Capabilities for both GUI and Middleware systems and Data Management capabilities. Supervise all phases of program, from proposal development and cost estimates through planning to client satisfaction following execution. Hold full authority for on-target completion of sub-contractor deliverables, software and hardware maintenance, and long-range planning for future capacity. Establish/manage governance and change control processes. Supervise 550 resources worldwide, providing ongoing career development and leadership to constantly improve performance.

- Provided Performance Engineering/Performance Testing capabilities to Bank of America for top 20% of its customer facing systems. This included online banking.
- Developed and directed construction of delivery centers in India and Mexico, enabling quick execution of secure testing services for more than 500 bank systems.
- Created cutting edge Automation templates and standard deliverables to improve automation penetration
- Introduced Web Services Testing to Bank of America, and implemented it successfully in both the Consumer Bank as well as Wholesale Banking.
- Reduced refresh time for data an improved rate every single release by approximately 10%
- Provided infrastructure project management capabilities to Bank of America to support large scale test environment enablement. Managed program that supported over 500 environments built in less than 1 year.
- Increased new sales to $3 million and market share by 14% in 2010 by capitalizing on team's strengths to secure additional clients.
- Raised client satisfaction 20% according to survey results, by developing personal relationships and establishing delivery results.
- Controlled infrastructure costs to less than 2% of revenue and raised capacity 33% by leveraging a global support model.
- Adjusted near-shore delivery center pyramid over a 9-month period, lowering average cost per person per hour by 17%.

Technology Architect / Technical Testing Performance Sr. Manager (2004-2005)

Provided infrastructure and application technical direction, project management, and software testing for multiple mission-critical projects with Wachovia and Bank of America. Managed performance engineering, negative testing, production validation testing, and operability testing for online banking. Coordinated design and implementation of physical/IT security, network connectivity, workforce access, equipment configuration, and hardware procurement. Supervised on-shore and offshore resources in 24-hour environment.

- Provided critical architecture validation that ensured functionality for newly created website and maintained successful SOA-based middleware platforms.
- Ensured security of client data during the re-deployment of primary customer interface channel (web) with stricter security policies, workforce access controls, and physical security measures.
- Introduced Automation Testing to the functional space.

Transition Program Manager (2003-2004)

Technical expert for large-scale program (49 projects generating $50 million) integrating enterprise-wide brokerage and banking asset management system for Wachovia Capital Markets as part of an ongoing merger. Supervised testing and implementation teams performing systematic migration of 275,000 accounts valued at $191 million. Evaluated multiple technical approaches to decreasing client costs while improving operations, reviewing technical blueprint, resource/costing estimates, and program plans. Maintained proactive communications between client, vendor, and other consultants.

- Transformed application maintenance group into an efficient organization focused on large project delivery by developing systems/processes for risk assessment, issue management, cost tracking, and status reporting.

- Assessed different approaches to outsourcing key technical functions, including reviewing potential cost-to-serve savings.

Seisint/Accurint - Supercomputer Delivery Manager (2002-2003)
Senior onsite manager overseeing successful delivery of $8 million proprietary massively parallel processing database technology generating $1-2 million in fee revenue. Closely monitored all aspects of projects to ensure achievement of SLAs on critical first delivery to a government organization. Managed 35 onsite Accenture personnel and served as the main point of contact for all stakeholder questions/problems.
- Created standardized processes for migration and documented procedures for support and maintenance of complex systems, reducing down time and providing critical hardening for sale of asset to the government.
- Achieved aggressive 3-month delivery schedule by creating detailed project plans governing all aspects of the project, internal/external resources, and vendor contributions.

Seisint/Accurint Infrastructure Systems Architect (2000-2002)
Directed multiple projects with budgets of as much as $30 million for strategic client Seisint, serving as project manager, technical expert, onsite client liaison, and solution architect. Supervised daily operations of testing support, migration, and production support teams. Established team, process, and operational standards governing different production environments to facilitate achievement of all client goals and SLAs.
- Led performance tuning initiative that increased throughput 1000%. Benchmarked standards, championed production goals with employees at all levels, and provided systemic tools to gauge progress.
- Coordinated client's first successful deployment of proprietary net-centric parallel processing supercomputer, establishing procedures that achieved 99% uptime and exceeding sales projections by 15% within the first month of full production.
- Turned around performance of an IT startup that had critical issues in customer service, system availability, and functionality. Gained executive-level support for and implemented a new IT infrastructure, systems support team, standard version control platform, and testing/production environment.
- Initiated development of application for handling errors as well as component and system recovery. Personally documented requirements and prioritized production hardening, provided automated processes that slashed 50% from maintenance time, and drafted tools to assist development/support teams.

Bank of America/ Wells Fargo Technical Testing Manager (1999-2000)
Led testing efforts to ensure accurate data transition following merger of 2 large financial services clients. Subject-matter expert for performance and multi-channel/multi-platform technical testing. Held full authority for defining strategic success of transactional system as well as managing daily execution of testing function. Closely monitored all test results to ensure stable platform release.
- Reduced server requirements nearly 25% of capital expense by socializing critical performance testing results in relation to the strategic volumes that were expected over the next year.

Bank of America Infrastructure Aarchitect / Call Center Performance Team Lead / Business Analyst (1996-1999)
Assigned to projects of increasing authority with Bank of America, ultimately leading voice response unit (VRU) and computer telephony integration (CTI) development teams in deployment of 3 call center projects using Genesys 5.1 Suite. Coordinated all phases of the project lifecycle, including documenting requirements for all initiatives, updating data architecture for CTI and VRU, providing production support, and overseeing rollout. Provided training for client teams on entire Genesys CTI components.
- Standardized system time, allowing virtual call center seating program to interface with historical data from 5 centers across 3 time zones.

- Optimized call handling time by developing method of syncing computer telephony queues with physical switch queue.
- Enabled remote control of Genesys applications through a centralized control by deploying Microsoft NT.
- Successfully coordinated call routing software and bank middleware to allow standardized error messaging.

EDUCATION
Master of Science in Physics • Wake Forest University • Winston-Salem, North Carolina
Bachelor of Science in Physics • Wake Forest University • Winston-Salem, North Carolina

PROFESSIONAL DEVELOPMENT
Accenture Global Leadership Development Program (by invitation only). CHRI Data Certified.
Client Data Protection ~ Leading a Diverse Workforce ~ E-commerce: Framework Online 4
Data Privacy: What It Means and Why It Matters ~ Fight Against Corruption (Understanding Anti-Bribery)
Risk Management Performance Support Tool V1.1 ~ Six Sigma Foundations: Six Sigma Introduction Online
Six Sigma Team Implementation: Reducing Variation to Improve Quality ~ Cisco Basic Networking
Commercial Discipline: Contract Formation & Management ~ Basic Export Compliance
Sun/Solaris Service-Oriented Architecture Training ~ HP Performance Testing Training Seminar
IBM Websphere Training ~ Internal Controls Over Financial Reporting. Lie-Detector government clearance~2000