

Ethan Hussong

Leadership Résumé

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Professional summary

Senior technology leader who connects technical reality to business impact. Brings clear ownership and operating discipline to complex environments while developing leaders and stewarding substantial budgets.

Core capabilities

- Technology strategy and operating models
- IT service management
- Platform and systems engineering
- Reliability, resilience, and disaster recovery
- Operating discipline, metrics, and automation
- Decision artifacts and executive communication
- Budget, vendor, and risk stewardship
- People development and organizational leadership

Experience

Federal Home Loan Bank of Chicago

Jan 2019–present

Sr. Manager, IT Engineering

2021–present

Officer designation: Vice President

Manager, Systems Operations

Jan 2019–2021

I joined FHLBank Chicago in January 2019 to manage the operations team I'd supported as an Insight Global contractor. Since then, I've led systems operations and IT engineering inside a regulated financial institution.

SCOPE

- Led and mentored teams of up to 27 engineers and developers.
- Oversaw IT service management, platform engineering, systems operations, and engineering.
- Managed operating and capital budgets, vendors, resilience, and recovery responsibilities.

SELECTED OUTCOMES

- Managed annual operating and capital budgets totaling tens of millions of dollars with less than 2% variance.
- Reduced change-related breakages from 123 to 9, with zero failed ITSM changes in 2024.
- Reduced IT organization mean time to resolve by 30%.
- Reduced server delivery time from 10 days to 2 hours.
- Reduced average incident response time from 20 hours to 4 hours.
- Delivered automation estimated to save \$2M and 5,000 hours per year.
- Oversaw disaster-recovery efforts spanning 125+ applications and AWS and Azure environments.
- Promoted multiple team members from engineering roles into management positions while maintaining zero employee turnover during my tenure.

Insight Global

IT Operations Engineer

2018

2018

I worked for Insight Global on a contract assignment with the FHLBank Chicago Operations team. After a late-2018 reorganization, FHLBank hired me directly, effective January 2019, to manage the team I had been part of.

- SCOPE
- Systems operations, cloud infrastructure support, recovery testing, and automation.

Village of Northbrook

IT Systems Engineer

2014–2017

2014–2017

I built and operated municipal systems with an emphasis on network reliability, virtualization, recovery, and practical technology roadmaps.

- SCOPE
- Municipal network and systems engineering across multiple public-service locations.

Earlier foundations

NOC Technician, Nuveen Investments

IT Service Center Analyst, Reyes Holdings

IT Administrator, Concord Healthcare

Department Manager, American TV & Appliance

Department Manager, Fry’s Electronics

2004–2014

2013–2014

2011–2013

2010–2011

2006–2010

2004–2005

Earlier roles established the progression from retail department management to hands-on IT operations.

Education & certifications

Master of Business Administration

Bachelor’s Degree in Information Technology

Lean Six Sigma Green Belt

ITIL Foundation

University of Wisconsin–Eau Claire Consortium

American InterContinental University

GLSS, 2021

AXELOS, 2019