

# Jon Doe

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Address and phone  
Email address

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## PROFILE

- Global experience across functional areas and autonomous business segments
- Exceptional leadership, managerial and employee-development skills
- Excellent communication, presentation and motivation skills
- Recognized innovator with the skills and leadership to execute
- Large project/initiative leadership – directed and influenced management of global projects across functional groups
- Broad experience (Marketing, Operations, Collections, Finance, Quality, IT and Sourcing) in corporate and consumer financial services and diverse manufacturing industries
- Experienced in entrepreneurial, business unit and large corporate environments

## PROFESSIONAL EXPERIENCE

April 2008 –  
present

**SVP & Global CIO**, Company Name (NASDAQ:xxx), City, State

- Operates as CIO/COO for multiple business segments of a \$600MM company (Direct-to-Consumer Marketing, Financial Services, and Custom Business Solutions) with responsibilities ranging from new business and platform strategies to product operations, servicing and technology
- Developed business concept and plan to overhaul a \$500MM company from direct-to-consumer marketing to a business-to-business product and servicing company, which included Board buy-in, market vetting, proprietary platform/capability development and intellectual property protection -- currently implementing into multiple clients (2 method/technology patents pending)
- Leads Corporate Program Office and defines project management structures, processes, and ROI-based resource alignment, which has included an elimination of 80% of non-value-add programs with a 9x improvement in annualized product/program delivery
- Established and institutionalized Lean/Six Sigma and process optimization practices across the company, resulting in product introduction times which have been reduced by up to 90%
- Manage all product operations, fulfillment, customer communications (800K-1MM/day), and associated platforms / suppliers
- Determines strategic product and service vendor relationships and manages ongoing partnerships
- Established technology and application architectures and component/composite products to accelerate new market introductions
- Defines and execute technology strategies across business segments and locales, including virtualization, SaaS/cloud computing migrations, and other pragmatic business-technology implementations

March 2006 –  
April 2008

**Chief Technology Officer**, Company Name, City, State

Led corporate initiatives, technology strategies and standards for applications, services, security for 75,000 employees in 56 countries with over 2000 applications and 100 Internet Sites. Directly manages team of 150 in 12 countries with a \$50MM budget; indirectly manages regional leadership teams ~500 in 53 countries with a \$400MM budget. Revenues are nearly 75% non-United States. Focus approximates client facing applications (40%), IT Strategy (25%), Internal Applications & Architecture (20%), Infrastructure and Infrastructure Architecture (15%), IT operations (10%)

- Defined strategy and chaired programs to accelerate the introduction of account

- originations and servicing over the Internet for global clients. Initial program (October, 2007) planned to reduce cycle time of additional country online originations services launch from 9-12 months to 60 days and increased accept rates from <10% to >35%
- Designed integration strategy and usability for servicing and product information of next generation Internet and Mobile Applications, including free project planning applications for consumers that present new opportunities for revenue generation and increased customer loyalty
- Led effort to define new product derivatives for yyy team – products designed to increase customer retention and profitability -- based on existing technologies and platforms. Market value currently undergoing internal analysis
- Grew Secure Instant Messaging platforms to 19 installations, globally, with more than 2000 brokers and dealers online and reduced extranet implementation to 15 days
- Launched broker portal in abc generating €30MM in incremental volume and significant improvements in Net Promoter Scores
- Defined architecture roadmap and standards for Service Oriented Architectures (SOA) -- includes redesign of legacy systems into component and composite applications to support plans for accelerated introduction of products and services online
- Enhanced knowledge management systems and introduced blogs to improve communication and transparency across the globe

Reported to CIO. Managed staff of 150 employees and contractors directly in 12 countries, plus on a dotted line manages regional CTO organizations comprising 500 employees and contractors in 53 countries. Direct reports include: Global Initiatives Lead/Application Services (4 employees plus 15 contractors), Shared Services Lead (2 employees plus 80 contractors), Infrastructure Lead (30 employees), Applications Architecture Lead (5 employees plus 40 contractors), Information Protection Lead (12 employees), European Initiatives Lead (5 employees), European Systems Architecture Lead (20 employees), Acquisitions & Dispositions IT Leader (3 employees).

March 2004 –  
March 2006

**Manager, Corporate Initiatives Group (Corporate Executive), Company Name**

- Led global corporate initiatives to simplify and standardize technology services for 300,000 users in 120 countries – created solution, generated support, negotiated services contracts and led migration teams and regional councils
- Led team of 100+ cross-functional resources through culture change associated with a shift in business fundamentals from decentralized/customized contractor-based model to standardized service-based model, including rationalization of 500 contracts for an estimated \$80MM program savings
- Designed Open Source strategies and migration paths and define technology solutions to optimize license asset cost models across 25,000 servers

**Finance (15%):**

- Led company-wide financial analyses of \$4B technology expenditure
- Taught financial planning and project salesmanship courses and case studies to senior IT leaders

**Sourcing / Commodity Management (30%):**

- Led matrixed team of metals experts in commodity management of xxx, xxx, xxx, and other xxx of approximately \$3.5B/year. Chaired contract negotiations for scrap management to optimize revenues and support hedging strategies
- Managed internal corporate applications and vendors including employee cost management and online auction systems

**Corporate Management (20%):**

- Supported Corporate Chief Information Officer/SVP with Board of Directors, Investment Analyst and Corporate Executive Council-level analyses and presentations on topics including internal market opportunities and commodities forecasts

Reported to Corporate Chief Information Officer.

- February 2001 –  
March 2004
- Director, Global Initiatives, Company Name**  
Led team of Global Project Managers, Initiative Leaders and offshore developers to create and institutionalize intranet-based Knowledge Management systems in 43 countries resulting in \$8.5MM direct annual savings.
- Led initiatives to ensure business-wide Sarbanes-Oxley IT compliance, auditing, and certification across financial management systems (section 404) supporting \$80B in assets
  - Created 3-year systems strategy, 12-month operating plan, Information Security structure, and Human Resource plan aligning 48 business units from 33 countries
  - Developed and implemented Client Extranet solutions for secure communications and collaboration to 200 key business clients representing >\$100MM Net Income, saving \$4MM/year in infrastructure costs
  - Led global Ombudsperson team of 51 Ombudspersons in 31 countries
- Led team of 80 Global Project Managers, Initiative Leaders and offshore developers to create and institutionalize intranet-based Knowledge Management systems in 43 countries resulting in \$8.5MM direct annual savings
- September 1999  
– February 2001
- Project Manager, Global Banking Systems / Global Initiatives, Company Name**
- Managed evaluation, solution identification, and implementation of a mortgage banking system for xxx Bank in City, Country
  - Developed 3-year Internet and mobile technologies and systems strategy for Eastern European Bank (#2 bank in country, controlled by xxx 35%)
  - Designed desktop computing support procedures and process improvement resulting in 70% reduction in global problem resolution cycle time, including surveying technologies (patent pending)
  - Negotiated contract and implemented systems for business-wide use of e-Learning suite consisting of 500+ online courses in 5 languages
- Reported to CIO Europe-East/Central.
- June 1998 –  
September 1999
- Technology Operations Leader, Company Name**
- Managed team of 25 operators and mainframe contractors to ensure 24x7 service window reducing downtime costs by \$2.5MM/year
  - Managed all Bankcard mainframe operations for Corporate, Purchasing, and Consumer cards, >\$5B nightly processing
  - Reduced operator / analyst attrition from 40%/year to 0%/year through optimized scheduling, career planning, and employee development
  - Led Year 2000 conversion for Mainframe Operations and managed rollover
- January 1998 –  
June 1998
- Six Sigma Black Belt, Quality, Company Name**
- Led Six Sigma Quality project for process improvement in Customer Service, Collections, and Credit through common Workstation system resulting in 91% improvement in personnel productivity
  - Managed process overhaul of Technology Operations and implemented Change Management procedures reducing downtime costs by \$600k annually
  - Coached IT project managers on 22 projects to ensure Six Sigma Quality project management rigor resulting in 57% greater project quality certification rate
- January 1997 –  
January 1998
- Project/Team Manager, Operations and Collections, Company Name**
- Developed operations MIS achieving 78% reduction in information cycle time

- Led team of 5 trainers and 7 assistant trainers for 100+ consumer collections employees
- Developed training programs resulting in 20% greater collections effectiveness scores and an estimated \$8MM reduction in write-off rates

August 1996 –  
January 1997

**Project Manager, Marketing, Company Name**

- Developed collateral for marketing campaigns for Corporate and Purchasing payment services
- Managed client best practice sharing and conference events for clients representing >\$400MM annual volume

**ENTREPRENUERIAL EXPERIENCE**

April 1993 –  
June 1996

**Managing Director, Company Name, City, State**

- Developed marketing and informational systems for banks, thrifts, and trusts for business clients including EDS's financial services clients
- Developed Internet presence and content for Houston Chronicle Interactive's game entertainment segment

**EDUCATION**

University of XXX,  
Bachelor of Business Administration, 1996 – Dean's List  
Major: Finance (strengths in International Business and Information Systems)

**ACTIVITIES /  
MEMBERSHIPS**

- Community Service Organization 1
- Community Service Organization 2
- Community Service Organization 3