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## **INFORMATION TECHNOLOGY EXECUTIVE**

Innovative Chief Information Officer with demonstrated success directing business transformation in large, global organizations. Track record of bringing clarity and direction to strategic business decisions enabling immediate savings and assuring future, profitable business growth. Directed organizations of up to 120 people (700 contractors) and managed annual budgets of \$160m. Change agent with diverse expertise and a legacy of delivering high-impact projects producing outstanding business results. Demonstrated strengths in setting business and IT strategy, large system development, and creating / leading cohesive teams for implementation. Significant experience in outsourcing and contract management.

## **PROFESSIONAL EXPERIENCE**

Goodco, LLC, City, State

2009 – 2010

### **Chief Information Officer**

Chosen to orchestrate IT planning and execution of complete XXX application portfolio with first year budget of \$X0m for \$Xb start-up divested from Largeco. Reported to CEO.

- Negotiated Transition Services Agreement (TSA) with Largeco for systems support while Goodco implemented independent systems; drove 16 projects to successful completion allowing Goodco to operate out-of-the-gate.
- Implemented payroll, expense reporting, indirect purchasing, basic finance, and base IT infrastructure below budget and on time for start of operations.
- Initiated and completed RFI, RFQ, and RFP processes contracting for implementation of SAP ERP, engineering, and manufacturing systems.

Largeco, City, State

1998 – 2009

### **Information Officer, Worldwide Division**

2006 – 2009

“CIO” for Global markets – \$15b SBU. Reported to VP, Worldwide Operations and XXX. Responsible for process improvement and all global aftermarket IT (\$160m budget). Member of Strategy Board. Member of Executive Advisory Council.

- Consolidated global aftermarket IT organization eliminating four regional departments and providing one voice to the business for systems concerns.
- Re-sourced XX regional application support and development contracts to a single, global IT outsource supplier providing annual savings of 14%.
- Created and deployed global web-based electronic parts catalog, diagnostic, repair, and service information applications eliminating 27 systems; provided external business partners with a single source of current, accurate data allowing them to provide better service to their customers, and reduced XXXX costs.
- Saved \$800m annually in warranty costs and improved quality through early detection of defects in the field by sponsoring a global XXX system based on SAP.
- Increased worker productivity 13% and inventory turns .5 by implementing new global template for warehouse management systems in Asia and North America.
- Implemented voice recognition picking in three US warehouses increasing worker productivity by 11%.

### **Chief Information Officer, North American XXX**

2001 – 2006

Responsible for all XXX IT. Member of Executive Committee. Reported to VP and General Manager.

- Reduced overall annual IT budget from \$146 m to \$113 m (23%) over five years while increasing new application development by 94% (from \$17 m to \$33 m); sustained application support decreased from \$129 m to \$80 m (38%).

- Negotiated five-year, \$570m contract reducing reliance on single supplier and saving 17% annually.
- Received prestigious award for developing / deploying 17 new warehouse management systems increasing productivity by over 72% with corresponding 48% decrease in parts distribution center staffing.
- Achieved 33% reduction in inventory while keeping availability constant by developing / deploying new Distribution Requirements Planning System (DRP forecasting).
- Attained CMMi level three certification in software development factory providing for a consistent, repeatable, professional approach to project management.
- Instituted ITIL operations practices bringing a level of discipline to the systems operations factory and reducing system outages.

**Director**, Architecture and Product Development, ebusiness 2001  
Responsible for architecture and web-based applications for newly created Internet-focused CRM division with 20 direct reports and a budget of \$XXm.

- Founded e-commerce Joint Venture that avoided disintermediation and enabled trade between XXX.
- Established first common world-wide development of web-based applications within XXXX by publishing architecture standard for Internet e-commerce applications.

**Information Officer**, XXX Operations 1998 – 2001  
Recruited to create North American XXX IT organization with \$XXXm budget.

- Established / organized 120 person IT department with outsourced model thus focusing IT strategically for the business and eliminating reliance on single out-sourced supplier.
- Received prestigious award for resourcing \$XX m, five-year contract from service providers.
- Developed comprehensive e-commerce strategy for XXXX deploying b2b between XXXX and warehouse distributors and b2c between warehouse distributors and installers gathering industry leading insight and leading to increased revenue.

Industry Leader, City, State 1973 – 1998

**Chief Information Officer**, XXX Division, Europe 1991 – 1998  
Responsible for all IT within \$1.5 b SBU. Reported to the Director, Parts Distribution who reported to the Senior Vice President, Worldwide Parts and Corporate Administration.

- Merged three organizations and restructured to self-directed work teams resulting in managed reduction of 30% of systems staff over four year period to a level of 50 developers and 15 contingent workers.
- Improved communication between business and IT by establishing business planning council where four top Division decision makers meet quarterly with IT staff and prioritize initiatives.
- Coordinated study for new 1m sq ft fast moving parts warehouse based on optimum location, size, and productivity; provided systems for outsourced warehouse; project resulted in annual savings over \$20 m and required 1,400 work days.
- Installed Radio Frequency equipment throughout North American and European warehouses saving over \$2.2 m annually; required 1,200+ workdays; realized 153% ROI and 2.1 year payout.
- Received Chairman's Honors for deploying first electronic commerce application utilizing the Internet between the Company and international dealers saving \$700k annually and reducing overseas parts order cycle time from three days to five minutes.
- Managed development for largest information system ever attempted; project terminated after delivery of outside contracted components; negotiated settlement with two suppliers and directed successful delivery of in-house system requiring over 7,000 work days and providing 70% of failed project deliverables at 25% of the cost.

**Division Manager**, Computer Operations, City, State 1988 – 1991

- Special Assignment -- Spearheaded adoption of Corporate-wide standardization for e-mail and desktop application suites consolidating 14 disparate mail systems, saving \$7+ m annually across 49,000 users.

**Chief Information Officer**, Joint Venture, City, State 1987 – 1988

- Created IT function for global joint venture between XXXX and XXXX.

**Chief Information Officer**, Industry Leader Group, City, State 1985 – 1987

**Assistant Manager**, Computer Centers, City, State 1979 – 1985

- Special Assignment – Six month assignment in Washington, DC – recommended 154 actions leading to three-year savings of \$12.8b; testified to Full Senate XXX Committee; honored at two White House Rose Garden ceremonies.

**General Supervisor**, Computer Services, Distribution Center, Europe 1977 – 1979

**Supervisor**, Computer Services, Sales Branch, Eastern, USA 1975 – 1977

**Data Analyst**, Industry Leader, Happy Town, USA 1974 – 1975

**Computer Programmer**, Industry Leader, Happy Town, USA 1973 – 1974

### EDUCATION

**M.B.A.**, Operations Management, State University, City, State

**B.S.**, Computer Science, State University, City, State