



CHRISTOPHER M. WHITE

SENIOR IT EXECUTIVE

Catalyzing High-Satisfaction, Peak-Performing Enterprises via Best-in-Class People, Project + Portfolio Leadership

Business-savvy, impassioned, and charismatic leader who drives efficiencies that fuel revenue, productivity, and margin gains. Results-centric with a record of project wins, reversals, and turnarounds that have produced \$38M in working capital improvements and up to 1% margin enhancements. Execution enabler who streamlines processes with a strategic approach to technology evolution.

INDUSTRY SCOPE: Retail | Pharmaceutical | Consumer + Industrial Manufacturing | Third-Party Logistics | Oil + Gas

TECHNOLOGY EXPERTISE: e-Commerce Technology + Services Implementation | ERPs | Global Supply Chain + Logistics

IT LEADERSHIP COMPETENCIES

BUSINESS PROCESS REENGINEERING

PROJECT + PORTFOLIO MANAGEMENT

REVENUE + MARGIN OPTIMIZATION

COLLABORATIVE BUSINESS RELATIONSHIPS

COST CONTAINMENT

IT STRATEGIC PLANNING + EXECUTION

P&L MAXIMIZATION

ENTERPRISE SYSTEM PLANNING

GLOBAL SUPPLY CHAIN TECHNOLOGY

TECHNOLOGY LEADERSHIP ACHIEVEMENTS

HESS CORPORATION – Woodbridge, NJ

2007–Present

Director, IT – Marketing + Refining [2012–Present]

Transformed organizational perception of IT from high-cost, limited contribution to technology driver supporting strategic business objectives. Established strategy and vision and lead alignment of IT applications, services, and projects for 3 business units with a 98-member onshore and offshore team and a \$61M budget. Appointed to IT Leadership Team; orchestrating PMO execution.

- **PERFORMANCE ENHANCEMENT:** Delivered \$5M in working capital improvement, \$3M in productivity, and \$1M in margin gains. Design, develop, and spearhead mission-critical technology rollouts in tandem with executive management.
- **IT PORTFOLIO PLANNING:** Developing and driving marketing/refining business divestiture, including carve-out scenario planning and simultaneous execution for each business line. Restructuring IT portfolio for remaining Hess businesses.
- **EXPENSE REDUCTION:** Decreased expenses \$2.7M and offset increased 2013 expenses. Rationalized applications and allied software/hardware and licensing spends.
- **INVENTORY MANAGEMENT:** Prevented a potential monetary (\$750K) and credibility loss by assuming leadership of a failed inventory management system. Recouped functional and relationship integrity, fueling successful go-live in 4 months.

Senior Manager, IT E&P ERP + Business Systems [2008–2012]

Laid the groundwork for expanded reliance on SAP and directed key technology initiatives in partnership with executive management on supply chain, finance, and production operations strategies. Led \$34M P&L, SAP, and E&P with an onshore/offshore team of 40.

- **CONTENT MANAGEMENT OVERHAUL:** Rescued a failed content management program with zero deliverability. Recast strategy to enable initial availability in 9 months; saved \$1.8M, replacing legacy CMS.
 - Earned cross-functional, multi-continent kudos for performance turnaround by revamping CMS strategy with effective project management, program governance, and process-wide transparency.
 - Right-sized organization, eliminated superfluous consultants, and cut run rate operational costs \$1M.
- **E-COMMERCE:** Produced real-time visibility to operational expenses at key US assets, guiding implementation of e-Commerce to vendors managing +\$100M in annual spends. Trimmed cycle times and cut expenses >300%.
- **COST CONTAINMENT:** Lowered ongoing support and maintenance expenses 50%, initiating and driving SAP conversion to a low-cost operating system and database platform.
 - Averted \$2.4M expenditure, establishing a low-cost SAP support model and creation of governance, demand management, and resource capacity planning models. Instituted SLAs and KPIs to maximize oversight.

Senior Manager, IT – Retail [2007–2008]

Aligned IT operations with business objectives; designed and led performance improvement strategy for full suite rollout. Resolved legacy deficiencies impacting 875 company-owned stores. Managed application team, 24x7 help desk operation, and \$23M P&L.

- **HELP DESK PERFORMANCE IMPROVEMENT:** Drove help desk calls from 9500 to 3700 per month by standardizing troubleshooting processes. Trimmed 10 staff and saved \$450K while boosting vendor accountability for high-priority issues.
- **ELECTRONIC PROCESSING:** Automated 85% of all inbound shipments and invoices through the launch of an EDI program for suppliers. Streamlined receiving and invoice processing and improved cash flow and morale.



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THE STANLEY WORKS – New Britain, CT
Director, IT – Global Supply Chain + Asia Pacific [2005–2007]

2002–2007

Catalyzed business transformation in tandem with executive management, driving technology innovation. Led a global team of 32 with \$11M budget. Positioned RFID as key technology for multiple Stanley product lines by guiding implementation for a major retail client.

- OPERATIONAL TRANSFORMATION: Delivered multimillion-dollar capital improvements and productivity gains, leading technology and continuous improvement initiatives designed to drive revenue growth and ROCE.
Enhanced scalability, resource planning, and deliverability, leveraging project management/SDLC methodologies.
Revamped sales/operations planning process and generated \$25M in working capital and \$7M in productivity improvements.
Strategized warehouse management solution implementation as part of overall systems transformation.
SORTATION SYSTEM ENHANCEMENT: Safeguarded \$2M in daily revenue, spearheading the overhaul and upgrade of the sortation system for Stanley’s largest distribution center.
IT SYSTEM RELOCATIONS: Enabled the on-time, on-budget transitions of 2 manufacturing plant moves in the same calendar year with zero operational or customer fulfillment disruptions.

IT Manager, Consumer Tools [2004–2005]

Promoted to lead Consumer Tools business unit IT, including Latin American and Canadian operations. Managed a team of 10 with an expense budget of \$1.5M and a capital budget of \$1.6M.

- LEGACY IMPLEMENTATION STABILIZATION: Lowered reporting time, reduced data loading from 8 to 2 hours, and solidified \$1M in incremental revenue for a major retailer.
BUSINESS INTELLIGENCE (BI) TURNAROUND: Increased working capital \$15M and productivity \$1M, restructuring BI and acquiring advanced data modeling, ETL, and reporting capabilities.
Recovered \$10M in lost margins via price realization and profitability.
Pushed SLA conformity from 92% to 99% uptime by transitioning from time-based to job-dependency scheduling.

IT Supply Chain Leader [2002–2004]

Crafted IT strategy for and maximized the performance of Stanley’s Consumer and Industrial Tools Divisions. Refocused business on intransit management, resolving a +\$3M discrepancy for plant-to-distribution center shipments.

- PRODUCTIVITY IMPROVEMENT: Increased productivity \$2.5M through development of application standard for logistics execution systems.
PROJECT TURNAROUND: Reversed a failing productivity management application rollout by recalibrating project operations. Produced \$1M enhancement and improved visibility and management of \$60M project portfolio.

PWC CONSULTING (formerly PricewaterhouseCoopers) – New York, NY
Principal Consultant – Supply Chain Management Practice [2001–2002]

1999–2002

Contributed to \$1M in new revenue, forging stakeholder relationships and leading proposal development for Fortune 500 multimillion-dollar retail, pharmaceutical, and manufacturing clients. Promoted from Consultant after 2 years.

- LOGISTICS CENTER DESIGN + ROLLOUT: Designed and delivered new logistics center for a \$1.4B global technology leader with a team of 15. Saved \$7M annually while boosting inventory accuracy from 97.5% to 99.6%.

CALDOR CORPORATION EARLY EXPERIENCE: Manager (1 year) Senior Business Analyst [2 years] | EDI Operations Analyst [2 years]

EDUCATION

BA in Philosophy + English • Boston College, Chestnut Hill, MA