EXECUTIVE PROFILE: CIO/VICE PRESIDENT

Taking companies to the next level of success through innovative IT-business solutions.

IT and Operations Executive with extensive and successful leadership experience. Background in hardware, software, medical device, and high-tech manufacturing companies. Solid track record of execution and strategic leadership across cross-cultural, global organizations.

Successes include: multimillion-dollar revenue and profit gains; large-scale technology implementations; leadership contributions to M&A, start-up, and turnaround initiatives; and yearover-year alignment of technology solutions to the highest-priority business goals.

OVERVIEW:

- Broad background includes involvement in 10-12 acquisitions, 4+ divestitures, 6 turnarounds, and 4 public restatements. Firm awareness of the appropriate conditions for both "go" and "no-go" decisions.
- E-commerce experience within the global marketplace, including on-premises and SaaS solutions as well as all aspects of compliance (PCI, PII, Safe Harbor, and EU Data Privacy), contact centers, B2B, and B2C.
- Excellent collaboration skills across all departments within an organization. Unique ability to understand detailed aspects of operations in order to achieve optimal business-information technology alignment.

KEY SKILL AREAS:

- Global Organization Leadership
- Profit & Loss Management
- Enterprise Application Integration
- Cross Functional Collaboration
 - Change Management
 - Global Data Center Operations

PROFESSIONAL EXPERIENCE

INTEGRATED SUPPLY CHAIN OUTSOURCING COMPANY – Richmond, VA – 2007-Present Chief Information Officer & Senior Vice President (2012-Present) Vice President, Enterprise Applications (2010-2012) Vice President, Global IT Infrastructure (2007-2010)

Progressed through increasingly responsible leadership positions with an industry-leading integrated supply chain outsource service provider for the world's leading companies through a global operating network. Initially recruited to transform IT into a global organization and lead its transition to a centralized global supply chain model. Subsequently requested to take over leadership of Enterprise Applications and promoted to CIO/SVP role. Instrumental in IT's success during six (6) acquisitions and two (2) divestitures.

Currently report to the CEO and oversee 10 direct and 180 indirect reports; directed up to 175+ IT professionals in supporting over 2,500 team members; managed \$35 million-plus annual budget. Drove planning and execution for the enterprise's technology strategy, ensuring full alignment of IT with the corporate mission.

- Led effort to achieve game-changing improvements in critical operational processes through consistent client solution models in SAP across multiple areas (reverse logistics, fulfillment, aftermarket services, others). Instilled standardization across geographies to create a more unified global organization.
- Transformed both the company's and the customers' view of IT within Company. Established IT as the differentiating factor within the organization, by centralizing and implementing standards, processes, and procedures and providing regular communication with team members and leadership.
- Delivered \$15 million-plus in expense reductions over 2 years by implementing a centralized global organization (including a 65+% reduction in SAP operating expenses) while improving client service levels.

- Continuous Improvement/LEAN
- Supply Chain Optimization & Strategy
 Cost Reduction & Optimization

- Achieved \$19 million in consolidated P&L expense savings over 5 years through realigning the traditional IT organization to leverage outsourcing models for development, support, and hosting.
- **Oversaw SAP deployment within 17 operating countries** in the EMEA, APAC, and U.S.; deployed SAP FMS solution that improved financial transaction capacity to support growing e-commerce requirements.
- Facilitated \$127 million-plus in new revenues by implementing global logistics solution, leveraging transportation, freight management, carrier integration, and high-volume B2C shipments.
- Selected and implemented global HR solution on SuccessFactors (SAP) that enabled greater HR efficiencies organization-wide, including hiring, management, reporting, and global payroll improvements.
- Designed and delivered new global e-commerce platform that provided both hosted and SaaS operating models for cross-channel, front-to-back order fulfillment delivery (meeting global PCI, PII, and Data Privacy compliance requirements for several global brands) for \$50M division.
- Held full software development responsibility for \$12 million product (commercial SaaS Entitlement Management product), including full SDLC for Fortune 500 clients.
- **Conceptualized and established Technology and Business Planning Council** jointly with fellow executive leaders, ensuring visibility and prioritizing functional/regional requirements for strategic direction.

MEDICAL DEVICE MANUFACTURER. – Fairfax, VA – 2005-2007 Group Director, Global IT Infrastructure & Operations

Oversaw all Global IT Infrastructure and Operations functions for an industry-leading, \$2.3 billion-plus global manufacturer of medical devices and wound management care. Managed \$15.6 million annual expense budget and \$7.2 million annual capital budget. Supervised team of 64+ IT professionals and reported directly to CIO.

- Led due diligence and integration for 3 strategic acquisitions that contributed over \$275 million in revenues and opened up new markets in EMEA and the U.S.
- Directed \$9 million-plus in global strategic outsourcing initiatives over 3 years, including hosted ERP, leveraged hardware capital spend, production support and development services, and voice/data spend.
- Established Portfolio and Pipeline Management function that aligned resource availability to business
 requirements and created a solid IT-business collaboration. Implemented metrics to ensure optimal system
 performance and reduce downtime risk, as well as PMO and governance models to drive strategic planning.
- Assembled the first global cross-divisional IT leadership team that achieved people, process, and tool synergy, leading to higher IT utilization and more clearly defined roles/responsibilities.
- Led full cycle of SAP deployments in EMEA and APAC, including HCM that supported market expansion while maintaining full compliance with FDA and local statutory requirements.

PROFESSIONAL SERVICES FIRM – Williamsburg, VA – 2004-2005 Director, Information Technology

Led team of 13 in supporting 325+ direct/remote staff for a regional professional services CPA, consulting, and wealth management firm (\$55 million-plus in annual revenues and serving 32+ companies with an aggregate market capitalization of over \$3.1 billion). Reported directly to the CEO.

- Drove selection and implementation of Electronic Document Management that increased revenues by reducing client billing cycles while capturing all client-related activities. Additionally created workflow to facilitate client lifecycle management, reducing administrative spend while increasing supported volumes.
- Named the Chairman of the Technology Steering Committee. Established both medium and long-term technology strategy as well as instituting operational guidelines/standards jointly with firm leadership.
- Introduced technology for delivery of highly innovative solutions involving asset lifecycle management and standardized work environments for distributed mobile workforce.

IP SERVICE PROVIDER COMPANY – Norfolk, VA – 2002-2004

Vice President

Directed sales, marketing, technology, and other areas for a leading data-only Tier 1 Services Provider that covered the New England and metro New York areas. Led development of network backbone to deliver carrier class IP services within BGP environment.

- Enabled effective support of \$135 million-plus in client revenues through designing and delivering hosting as well as colocation data center solutions.
- Enabled achievement of 43+% margin improvement by developing and executing marketing campaign to enter Enterprise market (incl. all web, collateral, and targeted campaigns) as well as realigning VAR channel to support the new strategic direction.
- Closed large, complex sales opportunities for the new enterprise vertical, developed the Sales Compensation program, established new sales teams, and designed standardized pricing approach.

TELECOMMUNICATIONS SERVICE PROVIDER – Winchester, VA – 1998-2001 Vice President

Hired to lead start-up of new Data Backbone and Optical Networks division for a world-renowned corporation through \$350 million-plus in four (4) strategic acquisitions and organic internal growth (*totaling over \$1.6 billion-plus in annual revenues*). Directed over 150 IT professionals and reported to the divisional President. Engaged by corporate CIO to provide expertise and create integration roadmap for strategic acquisitions.

- Created SAP-based global Supply Chain model across multiple business units for direct and outsourced manufacturing to facilitate management of \$16 billion-plus in annual revenues.
- Led implementation of multi-phase, enterprise-wide Just-in-Time fulfillment model that served 165 separate business units.
- Hand-selected by corporate CIO to join elite team that established a 5-year technology roadmap for the global organization, resulting in a seamless transition to converged IP in the emerging DataCom sector.

WATER & PROCESS TECHNOLOGIES COMPANY – Richmond, VA – 1998 Chief Information Officer

Managed team of 90+ IT professionals and a \$16 million annual budget for a Water & Process Technologies company that served as a leading global supplier of water treatment, wastewater treatment, and process system solutions for environmental, energy conservation, and high technology customers.

- Supported growth via joint ventures in Europe and Asia through chartering the strategy and framework for the information technology operation.
- Led remediation of legacy, isolated, and ERP/CRM applications across 31 divisions for Y2K readiness; served as the Chairman of the Y2K Compliance Program, reporting to the Board and CEO.

** Prior employment information can be provided upon request **

PROFESSIONAL DEVELOPMENT & CREDENTIALS

Bachelor of Science, Concentration in Finance: UNIVERSITY OF VIRGINIA, Charlottesville, VA

Certifications/Licenses: Lean Six Sigma Manufacturing Certification

Professional Affiliations: Member, Company Customer Advisory Council

MIT / Sloan Executive Certificates: Managing Technical Professionals (2006); Solving Complex Business Problems (2006); Management & Leadership (In Progress)