

HENRY COLE

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SENIOR STRATEGIC IT LEADER

Enterprise IT Infrastructure ▪ Global Operations Leadership ▪ Team Development

Visionary IT leader with an award-winning track record for defining, building and optimizing best-in-class IT infrastructures and operations. Reputation for defining enterprise technology strategies/solutions that reduce costs, improve efficiencies, support organizational goals and maximize the technology investment. Highly valued strategic partner at the top management levels. Specialist, Life Sciences sector.

- **IT Strategy & Execution** – able to define IT visions/plans at the global/enterprise level, define and source the right IT solutions to support business objectives, and build cost-effective and scalable solutions that support business growth
- **Global IT Systems & Operations** – established, deployed and consolidated IT operations across the U.S. Europe, Asia and Australia for \$2 billion enterprise. Championed global integration strategies and successfully managed teams across diverse cultures
- **Vendor Sourcing / Vendor Relations** – track record for building strong relations with the right vendors to reduce costs, improve support/service, and support strategic goals
- **Leadership & Talent Development** – above-average ability to attract and lead top IT talent, inspire excellence, and create team cultures based on performance and innovation

Awards:

Outstanding Commitment to Leadership Development – CIO Professional Organization
Best Data Center Design – Technomics

AREAS OF EXPERTISE

- Strategic IT Planning
- Enterprise Architecture Planning
- Leadership & Talent Management
- Budgeting & Cost Containment
- Infrastructure Development
- Global Site Deployments
- Vendor Relations
- Data Center Management
- Global IT Operations
- Systems Integration
- Emerging Technologies
- ERP Planning

IT LEADERSHIP EXPERIENCE

ABC GROUP INCORPORATED – CITY, STATE
\$2B global life sciences leader.

Information Systems Manager

2004 – Present

Reporting to the Global CIO, charged with building the company's first shared-services IT infrastructure to support and integrate over business operations scattered across the U.S., Europe, Far East and Australia. Built and managed a top-tier 25+-person team and managed budgets in the \$5M - \$10M range.

Defined and led the new strategic direction that improved productivity, reduced costs, and established the IT Division as a Center of Excellence globally – consolidated systems across 26 global operations, built an award-winning Tier III Data Center, and established new corporate IT operations in Tokyo and Shanghai

- Created the new strategic vision for Global IT, travelling internationally to evangelize and execute new direction
- Championed new manufacturing/distribution systems that increased reliability from 9% to 99.9% within Y1
- Designed and built a Tier III Data Center that earned Best Data Center Design by *Technomics* – fully virtualized center features built-in high-density capacity, Cloud capability, fault tolerant systems and architecture, 300+ servers, and operates at 25% lower costs than comparable facilities

cont...

ABC GROUP INCORPORATED / cont.

- Reduced the IT vendor footprint by over 50% – negotiated preferred pricing structures and improved relations to secure advanced access to latest enterprise technologies
- Established a global MPLS network connecting all facilities, centralized WAN management through the U.S., and consolidated 16 mail servers worldwide into a single high-availability MS Exchange solution
- Consolidated 15 Enterprise Directory systems worldwide into a single global Active Directory forest and integrated 30+ financial management systems into a one U.S.-based MS Dynamics NAV platform
- Built and maintained an IT team with the lowest turnover levels of any IT team in the organization

XYZ COM – City, State

Private consulting firm providing IT strategy and support to SMB organizations in the Life Sciences and Professional Services sectors

Principal 1998 – 2004

Founded and built the organization from scratch and quickly established a reputation for providing sound end-to-end IT solutions in the areas of infrastructure design and support. *Engagements include:*

- *Global medical device supplier* – advised the organization on IT planning, scalability issues, budgeting, and project management to support breakthrough growth through initial years
- *Public library* – working within a very restrictive budget, successfully designed and built a top-tier IT and communications infrastructure recognized as the model of excellence across the branch network

COMPU CORP – City, State

Private white box reseller and network consulting service serving the SMB market

Customer & Technical Support Manager 1993 – 1996

Re-built and expanded the customer and technical support operations for the company, with a focus on defining a new warranty/services model to reverse declining profitability. Managed and grew a 12-person team and deployed all telephony and IT systems.

Transformed the Support Center into one of the highest profit arms in the organization and designed the support IT infrastructure that launched the first and largest ISP in Southern State (*InterSource*)

- Created the service and support operations that increased sales by 400% over 3 years and successfully out-bid Dell and Gateway on the strength of superior service and support
- Designed the customer service systems that launched new ISP *InterSource* and supported its rapid growth to over 50,000 customers by 1996

INDUSTRY AFFILIATIONS / CONTRIBUTIONS

Member – CIO Professional Organization 2006 – Present

- Board Member and quoted Knowledge Expert for various publications

Customer Board Member – Dell Platinum Advisory Council 2008 – 2009

RECENT LEADERSHIP DEVELOPMENT

CIO Pocket MBA – Boston University School of Management 2010

Planning your Leadership Transition – Harvard School of Business/CIO Executive Council 2010

HR Generalist Certification – George Washington University School of Business 2010