

Arnold Stern

Prestigious Honor for Lifetime IT Achievement: Elected to CIO.com's "Premier 100 IT Leaders"

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Chief Information Officer (CIO) • Senior IT Executive

Known for Implementation and Turnaround of Challenging Mega-Systems (Millions of Accounts)

Leads IT Departments of 800 People • Expertise in Data Mining, Big Data, and Business Intelligence

Top Secret / SCI Clearance • Fluent in English, Russian, German, and Polish

Senior IT Executive, Industry Pioneer, and Problem Solver with exceptional talent for turning around extremely complex IT projects. Deeply expert in all aspects of IT – networking, computers, governance, and data centers – and broadly experienced in diverse sectors including manufacturing, finance, trading floors, pharma, outsourcing, and top levels of federal government.

- **AT&T:** Built a new data-mining organization for credit card BU that pinpointed root causes of \$1 billion annual losses. Within 18 months, recovered \$600 million in lost annual revenue.
- **Coca Cola:** Drove total overhaul of Coke's IT infrastructure – computers, networks, and business processes – and paved the way for Coke's global SAP implementation.
- **Glaxo Wellcome USA:** Starting from scratch, led creation of a new IT organization.
- **US Government:** Turned around a critical payroll implementation for FAA that was 2 years late. Recruited to DoJ/OJP to accomplish a similar turnaround, which led to its first clean audit.

PROFESSIONAL EXPERIENCE

UNITED STATES GOVERNMENT, Washington, DC

2005–Present

CHIEF INFORMATION OFFICER (CIO),

US Department of Justice / Office of Justice Programs, 2007–Present

Recruited to DoJ to untangle problems that resulted in four years of "material weaknesses" and failed audits, mostly due to insufficient controls. Currently directing a 250+ organization and \$250 million budget. Report to Assistant Attorney General of DOJ/OJP and provide guidance on all IT matters, especially protection against cyber terrorism and malicious activities.

- **Solved DoJ priority #1:** Achieved a clean audit by quickly initiating projects and processes that strengthened financial controls. Established ITIL practices and totally reorganized the department, which increased productivity, improved reliability, and expanded IT capacity.
 - Modernized the Grants Management System by implementing a 7x24 Cyber Management Center, Internet Security Systems (ISS), and training programs.
 - Tightened security related to disbursement of federal grants – a critically sensitive area for audits and a potential target for fraud.
- **Improved system availability:** Increased uptime from 72% to 99.999% within three years.
- **Implemented cloud computing:** Moved the data center to the cloud – one of the first government entities to migrate – and currently implementing mobility and virtual desktops.

PROMOTED TO ACTING CHIEF INFORMATION OFFICER (CIO),

Federal Aviation Administration (FAA), 2005–2007

Initially hired as the Deputy CIO and, within six months, took over as Acting CIO. Led FAA-wide planning and policy development for IT. Managed IT investments and established best practices and engineering methodologies.

- **Solved FAA priority #1:** Integrated the FAA payroll and HR systems into the newly consolidated federal system – a project that was already two years late. Devised and executed a plan that concurrently solved payroll integration in addition to chronic IT issues.
- **Established enterprise data-security:** Directed FAA's Information Systems Security (ISS) program, which ensures data integrity, availability, and confidentiality.
- **Advised senior management:** Represented FAA interests before Congress, the Office of Secretary of Transportation, OMB, and various Federal and state agencies.

SPHERION CORPORATION, Fort Lauderdale, FL **2001–2004**

Staffing, recruitment, and outsourcing firm • \$1.8 billion annual revenue and 700 offices worldwide.

Vice President of Technology Services

Reorganized IT, recruiting, and training programs. Increased reliability and stabilized infrastructure & applications. Supported ERP implementation. Led 163-person staff and \$52 million budget.

- **Awarded “Department of The Year”:** Dramatically cut costs and improved productivity via flawless PeopleSoft Implementation (Spherion's first-ever such award to the IT organization).
- **Converted Spherion's legacy system to PeopleSoft:** Completely transformed back-and-front office operations for 500 branches.

THE COCA-COLA COMPANY, Atlanta, GA **1998–2001**

Director of Information Technology and World Wide Support

Recruited by former boss to overhaul Coke's enterprise IT infrastructure as the #1 prerequisite for Coke's global SAP implementation. Managed five technology centers, 785-person staff, and \$187 million budget that supported operations in over 267 countries.

- **Restructured Coke's global infrastructure organization:**
 - Increased service level to 24x7, cut headcount by 143, and sped processing by 37%.
 - Concurrently cut budget by \$37 million and cut salary-operating expenses by over 36%.
 - Managed a \$51 million project that redesigned Coke's Global Network – IP, PKI, and Global Secure Network Access with fail-over to backup centers worldwide.
 - Achieved a \$58 million cost-cutting mandate via downsizing, outsourcing, and implementation of shared services in Europe and US.
- **Directed worldwide deployment of SAP/R3:** Europe, Asia, Africa, and the Americas.

ADDITIONAL EXPERIENCE

AT&T UNIVERSAL CARD SERVICES, Jacksonville, FL (1995-1998), Vice President, Technology Services for the credit card division of AT&T (\$3 billion annual revenue). Directed 320-person staff – and \$63 million annual budget – that supported customer care, voice, data mining, desktops, communications, and software engineering.

- **Solved AT&T priority #1:** Hired a world-class data-mining team that identified root causes of \$1 billion annual losses. Within 2 years, implemented business and IT controls that recovered \$600 million in annual lost revenue.
- **Introduced a web-based, smart-card system:** Saved \$7 million annually. Re-engineered underperforming departments, which saved \$18 million in annually.

GLAXO WELLCOME, Research Triangle Park, NC (1993–1995), Director, of Technology Services: Accepted a challenge from Glaxo CIO – a former boss at NYSE – to “build an IT organization for me,” starting from the ground up.

- **Built a 120-person team:** Scaled-up operations to handle explosive growth of Zantac (\$1B).

- **Cut initial \$38 million budget by 23%:** Used asset swaps and redeployment of functions to achieve savings. Concurrently increased in productivity by 28%.

EDUCATION

School B.S. Psychology and Mathematics, Michigan State University