

Tim Davis

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Executive Profile

A results-driven, profit-oriented information technology executive and the recipient of the 2008 Georgia CIO of the Year® award; Davis has more than twenty-four years of verifiable success in the areas of technology vision, management, new business growth, and staff development. Significant achievements in developing high performance organizations that implement technology solutions aligned with strategic business objectives. Strong track record in international mergers, acquisitions, and business system integration. A people oriented leader with multicultural/multinational experience and an impressive employee retention and satisfaction record. Areas of expertise include:

- Global Systems operations and infrastructure
- ERP / CRM Enterprise implementations
- Supply Chain, eCommerce operations
- Project management & problem resolution
- Commercial data center operations
- Capacity planning & utilization review
- Call center and telecommunications management
- Disaster recovery planning
- Customer implementations & 'onboarding'
- Customer presales and issue escalation
- Vendor selection and management
- Merger & acquisition integration
- P&L Management
- Production control in high transaction environment

Experience

Zalex, Inc.

Atlanta, Georgia

2009 – Current

Principal Consultant, Owner

August 2009 - Current

Zalex is a provider of CIO advisory services. We serve as the CIO to small companies in need of assistance with technology planning and execution. We also work with CIOs of mid to large companies who have technology initiatives that must succeed - initiatives that require focused, senior experienced project management.

Clients include: TSYS, AFC Enterprises, AJC International, Teavanna, Healthport, The Krystal Company, Premier Exhibitions (The Titanic and Bodies Exhibitions), The Stone Hill Group, and North Highland Worldwide

AFCE / Popeyes Louisiana Kitchen

Atlanta, Georgia

2005 – 2009

Chief Information Officer

May 2005 – August 2009

Senior IT executive responsible for establishing strategic technology direction and daily operations. Duties include the management of a highly outsourced technology environment.

Representative Achievements:

- Worked strategically with the franchisee community as corporate representative to the Popeyes International Franchise Association (PIFA) on projects such as Enterprise Point of Sale system to provide consistent data for labor, inventory, and cash management as well as marketing mix analysis.
- Managed outsourced vendors and ensured interoperability between multiple diverse data centers
- Worked with the Audit Committee of the Board of Directors to ensure Sarbanes Oxley requirements PCI, Business Continuity and other governance goals are met.
- Implemented a streamlined HR/Payroll application saving the company more than 50% of their payroll costs.
- Renegotiated IBM outsourcing contract , saving more then 60% and shortening the term while upgrading legacy hardware and applications.
- Conducted new outsourcing selection process at the conclusion of the IBM contract.

Zalex, Inc.

2004 – 2005

Atlanta, Georgia; Columbus, Georgia

Principal Consultant

October 2004 – May 2005

CIO Level consulting. Provided major quick service restaurant customer with guidance on the selection and implementation of an enterprise Human Resource / Payroll system. Provide a large credit card processing company with integration consulting after a company acquisition.

Inovis, Inc. (formerly Harbinger Corporation)

1996 – 2004

Atlanta, Georgia; Amsterdam, The Netherlands; Karlsruhe, Germany

Senior Director of Global Information Technology

October 2002 – October 2004

Senior IT executive responsible for all areas of Information Technology and customer hosted supply chain solutions: Global Applications, Operations, Telecommunications, Security and Networks. Reported directly to the president with duties which included: vendor negotiation, alignment of IT efforts to business goals, ensuring data integrity and security, enabling knowledge management, improving both internal and external customer satisfaction, and implementing project management disciplines. Managed teams that of 60+ employees and an expense budget of more than \$24m.

Representative Achievements:

- Successfully decoupled IT systems within one quarter when Inovis divested from Peregrine Systems.
- Led IT and facilities team which relocated the Atlanta Headquarters under budget and on time.
- Reduced telecommunication expenses 35% within 12 months by consolidating under-utilized services and negotiating favorable vendor pricing.
- Implemented streamlined billing process for small customers which improved cash collection and decreased customer attrition.
- Enhanced Customer Self Service web site which reduced expense by redirecting 75% of all of problem reporting from live Customer Support Representatives to online resources.

Senior Director of Supply Chain Services:

July 2000 – October 2002 (Karlsruhe, Germany)

Managed the Supply Chain Network operational staff and the Implementation Delivery Teams and ensured Supply Chain Managed Services offerings were properly delivered. Directed Change Management and Problem Management process. Scope of responsibilities was diverse and involved strategic direction, budgeting, standardization, quality assurance, disaster recovery, telecommunications, data center operations/production control, RFP responses, presales, post sales and customer relations.

- Developed and managed the implementation of a global technology strategy that successfully supported the organization's Managed Services business plans and initiatives
- Participated in the negotiation of sales for most major customer accounts (over \$20K/month). Brought into many hostile accounts and successfully retained over 75% of these troubled accounts.
- Successfully outsourced the operations of over 75 high-end production mainframes and servers operations to an High Availability IBM center in St. Louis.

Director of IT - Europe:

January 1999 – July 2000 (Amsterdam, The Netherlands)

As an expatriate living in The Netherlands, assembled and managed the EMEA IT team in the Europe following the acquisition of offices in Italy, Germany, France, The Netherlands and the United Kingdom. Spearheaded the acquisition strategy for IT which included the design and implementation of the overall Information Technology infrastructure within the European Theater. Represented IT in the EMEA Executive Management Team.

- Presided over the design, negotiation, and implementation of the corporate international network: Global AT&T, European Wide Area Network, and Remote Access within 4 months of start.
- Implemented Operational Standards such as hardware standards, Production Control processes, and a Global IT Helpdesk for 'follow the sun' support.
- Ensured EMEA specific business requirements were delivered in all new enterprise IT solutions. This included the design and the rollout of a global accounting, CRM and timekeeping solution within 12 months of start.

Director of IT Operations:

January 1998 – January 1999

Directed domestic IT Operations and managed the integration of technologies of four major acquisitions. Responsible for providing overall IT Operational leadership and direction. A Senior-level position responsible for more than 20 staff member across five locations.

- Successfully developed the company's first enterprise-wide technology strategy that supported the organization's high-growth business plan.

Manager of MIS:

November 1996 – January 1998

Responsible for all Application and Operational Systems, including the Helpdesk, the Network Infrastructure, and Production Applications.

GEAC (formerly Dun & Bradstreet Software, MSA)

1989 – 1996

Atlanta, Georgia

Network Services Manager – Headquarters: *June 1995 – November, 1996*

Hands on manager responsible for network technologies and infrastructure at Dun & Bradstreet Software's Corporate Headquarters and North American field offices. Manage three groups: Network Services, Workstation Services, and Messaging Services. Maintained a diverse network environment. Supported 1600 desktop, laptop, and server PCs with staff of 15. Machine to technician ratio of 107 to 1 achieved by standardizing hardware, software, processes, and procedures.

Network Services Manager – N. American Field: *November 1991 - June 1995*

Balanced and prioritized Sales, Education, and IS projects that were funneled from headquarters into the field. Managed a nine person, multifunctional staff dispersed in Toronto and six major US cities. The team's duties included the deployment, support and maintenance of information technology, including local sales/demo systems, classrooms, hubs/routers, servers, and desktop/laptop computers.

Staff Consultant - Global Consulting: *May 1989 - November 1991*

As a member of D&B Software's Network Consulting Group, provided application consulting and training to North American DBS. Responsibilities included designing, implementing and optimizing customers' microcomputer and local area network environments. Helped define and develop D&B Software's Executive Information System. Provided consulting services to customers and apprentice type training to field personnel.

Education

University of Georgia, Athens, GA

BBA - Major in Management Information Systems

FAA Private Pilot

Professional Associations & Recognition

Recipient of the 2008 Georgia CIO of the Year® Award,
Advisory Board Member of Hyperactive Technologies,
Advisory Board Member of the Georgia CIO Leadership Association,
Advisory Board Member of Hospitality Technology magazine,
Member of the Technology Association of Georgia, and
Member of the National Restaurant Association's IT Study Group