
MaryAnne Smith

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CHIEF INFORMATION OFFICER ► CHIEF OPERATING OFFICER

TEAM: 111 DIRECT (TOTAL 2,300) | ANNUAL PLANNING, CAPITAL, & OPERATIONAL BUDGET - \$70.5 M SAR

+500 Critical IT Projects Successfully Delivered | Poised Crisis Management through Cyberattacks & Global Pandemic
FORGED STRATEGIC PARTNERSHIPS & WORKED CLOSELY WITH INDUSTRY POWERHOUSES EY, BCG, DELOITTE, KPMG, & PRICEWATERHOUSECOOPERS

Strategic Technology Executive with proven success in delivering cutting-edge solutions in alignment with business strategy — utilize far-sighted vision coupled with exceptional innovation abilities to modernize business and technology operations, minimize technology risks, bolster competitive edge, and dramatically enhance customer satisfaction. Respected for unwavering dedication to excellence and ability to boost profitability and efficiencies while calmly navigating emergency situations — enabling companies to emerge stronger and continue to thrive.

- ▶ **Enterprise Technology Leadership (Solutions Engineering)** – assessed legacy systems and identified technology gaps that crippled organization’s productivity, growth, and profitability – developed solutions allowing company to scale from \$6.2B to \$8.4B. Modernized systems and infrastructure.
- ▶ **IT Program Management & Operational Excellence** – prominent wins include 99.8% uptime of critical IT systems, 20% increase in client satisfaction ratings, and remarkably low IT spend ratio.
- ▶ **Poised Crisis Response & Strategy Execution** – shielded company from catastrophe by restoring critical IT services within 3 days of massive cyberattack – rescued 100% of services and data. Enabled company-wide shift from office to work-from-home model for 1,300+ end users (80% of company) in response to global COVID-19 pandemic.

Areas of Expertise

Visionary Technology Leadership • Technical Research & Design • Technology Integration Projects
Cutting-edge Technology Solutions Development & Delivery • Solutions Architecture & Engineering • Strategic
Go-to-market Strategies • Executive Collaboration • Client & Relationship Management • Team Building & Leadership

PROFESSIONAL EXPERIENCE

ABC INCORPORATED

1999 – Present

Chief Information Officer (2014 – Present)

Promoted into highly visible technology leadership role to fulfill core business goals by launching cutting-edge, cost-controlled, and innovative solutions, while raising organizational efficiency, productivity, and profitability. Deliver operational excellence and bring company vision to life by building robust, scalable technology infrastructure capable of supporting high growth phases while improving customer experiences and accelerating business capacity. Skillfully managed budget, sourcing strategy and capacity planning to maintain IT headcount and expenses well below benchmark.

- **Spearheaded transition from in-house IT finance solution to Oracle ERP in less than 1 year.**
- **Maintained adherence to all regulatory requirements in partnership with Chief Compliance Officer as Head of Cyber Security Committee.** Defined, directed, and monitored cybersecurity governance and strategy to shield relevant and sensitive data. Regularly reported to Board Executive Committee.
- **Produced sizable improvement in enterprise-wide security and future state digital capabilities** via planning and implementing IT Transformation Program; directed execution of \$150m+ program with 23 projects and strengthened IT regulatory compliance. Built cyber security department from ground up, improving metrics across the board.
- **Achieved 17% reduction in operational expenses** as head of Operations Expense Control Committee. Provided insightful business and cost analysis to identify and combine technology solutions that drive technology for competitive advantage; deliver target-surpassing results with quickest ROI.

Architecture Management Manager (2011 – 2014)

Promoted to strategic role and removed obstacles to growth by aligning IT processes and solutions with corporate objectives, rejuvenating customer response while driving a culture of continuous improvement and innovation across business units and IT groups. Activated IT resources to participate in strategic transformational projects and discussions regarding growth roadmap and emerging technologies.

- **Achieved 78% system development project adherence – a 44% increase.** Exceeded benchmark headcount ratio rate of +12% by maintaining 6% IT headcount ratio while simultaneously improving ticket resolution adherence 24% to reach all-time high of 97.8% ticket resolution.
- **Advanced IT services availability to 99.8% and IT services efficiency by 19%**, which resulted in a reduction of tickets from 30,000+ to under 25,000.

Additional Experience / Early Roles: *Database Administration Manager (2006 – 2011); Database Administrator (2002 – 2006); User Support & Network Engineer (1999 – 2002)*

COMMITTEE INVOLVEMENT

Member | TRANSFORMATION OFFICE COMMITTEE 2017 – Present
Direct execution of company strategy to deliver 69 projects (46 Corporate and 23 IT Program) timely and within budget. Report directly to Board Executive Committee.

Committee Head | CYBERSECURITY COMMITTEE 2019 – Present
Lead policy and governance creation to ensure 100% compliance with Saudi Arabia Monetary Authority's requests.

Committee Head | BUSINESS MANAGEMENT REVIEW COMMITTEE 2019 – Present
Tapped by Chief Financial Officer (CFO) to track operational metrics and report discrepancies and opportunities for improvement to Senior Leadership Group.

Committee Head | DIGITAL COMMITTEE 2019 – Present
Appointed by Chief Cyber Security Officer to manage company's investment strategy and operational roadmap with respect to digital business needs.

Previous Memberships / Engagements (2014 to 2018): Business Continuity & Contingency Plan Committee; Business Management Committee; Procurement Committee; ERP Transformation Committee; Operations Expense Control Committee; Corporate Strategy Committee (in partnership with Consulting Group)

EDUCATION & PROFESSIONAL TRAINING

Bachelor of Science, Computer and Information Sciences, Information Systems
 COLLEGE UNIVERSITY, New York, NY | 1999

Continued Professional Training / Courses:

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| <ul style="list-style-type: none"> - Aljonah, Anti-Money Laundering - HULT, Leading & Managing Change - BDI, Building Better Boards Risk Management - IMD, High Performance Leadership Program - MCE, Managing People Program - CA, CC500 AllFusion Harvest Change Manager - IACET, The 7 Habits | <ul style="list-style-type: none"> - INSEAD, Advanced Management Program - Meric, Finance for Non-Finance Professionals - BSM, ERP Implementation Awareness Training - Marcom, ITIL Service Management Essentials Training - BPTrends, Business Process Management Professional - Oracle, Oracle 9i Database: Fundamentals I - CISCO, Advanced CISCO Route Configuration |
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