

CHIEF INFORMATION OFFICER

STRATEGIC TECHNOLOGY LEADERSHIP | DIGITAL TRANSFORMATION | IT STRATEGY | BUSINESS INNOVATION

Senior Technology Executive with career track record of success in providing strategic leadership of full-scope technical and digital organizations across various industries. Recognized for consistently driving strategic initiatives and digital transformation efforts to support corporate goals. Demonstrated expertise in developing cost-effective technology solutions that align with business requirements. Recognized for ability to develop strategic technology roadmaps, solutions, and programs to drive internal improvements. Advanced leadership skill set with the ability to build, develop, and manage diverse onsite and offshore workforces to meet operational objectives.

Areas of Excellence

IT Organization Leadership • Technology Planning/Roadmap Development • Strategic Planning • Digital Transformation IT Consultant • Team Building, Development & Leadership • Project Management • M&A Process • Risk Mitigation Enterprise Applications Planning/Integration • Change Management • Business Transformation • Process Improvement Software Development Life Cycle (SDLC) Management • Agile/Lean Methodologies • Resource Management

PROFESSIONAL EXPERIENCE

SMITH & ASSOCIATES – New York, NY

2016 – Present

Senior Information Technology & Digital Transformation Consultant

Provide strategic advisement for corporate clients on technology strategy and digital innovation process to drive operational improvements and deliver business value. Partner with clients to conduct operational assessments to determine the need for new technologies and system enhancements. Interact with internal technical and leadership teams to establish roadmaps and short- and long-range technology plans. Range of consulting services includes IT/Digital Strategy, IT Transformation, Business/Digital Transformation, Program Management, and Technology Implementations.

- **Contracted by Aho Motors to serve as Interim CIO**; developed and continue to execute on technology roadmap to support business strategy. Supported the transition and stabilization to SAP platform for Sales and Distribution teams. Implemented IT governance models, cyber security frameworks, and PMO capabilities. Developed Digital Strategy including customer journey mapping, digital roadmap, CRM integration.
- **Selected as CIO Advisor for ABC**, providing guidance on the implementation and management of technology systems, solutions, and platforms; supported them through large-scale IT transformation and Digital initiatives.
- **Developed IT strategy and roadmap for College of Nurses.**
- **Key contributor for start-up organizations that provide innovative digital customer services** for wealth management and insurance.
- **Currently leading a business transformation effort for software company**, introducing innovative business processes and technologies to drive revenue and client retention improvements.

ABC INSURANCE – New York, NY

2012 – 2015

Senior Vice President/Chief Information Officer

Provided executive-level IT leadership for this property and casualty insurance organization, including developing, and directing a team of 500 IT professionals. Drove the development and deployment of core processes, operational structure, and organizational design, as well as technology roadmap and strategy. Supported major transformation initiative focused on digital and enterprise technology to develop a new direct to consumer digital channel.

- **Developed and implemented a new innovative B to C digital distribution channel, Sonnet Insurance**; created a business case and led the \$250M program from technical build out through deployment.
- **Drove \$40M cost reduction through business transformation**, restructuring from 10 operations groups to a centralized center with complete reengineered processes enabled by technology.
- **Completed full IT transformation with a \$35M cost reduction and to resolve recurring issues** with slow delivery, poor quality, and excessive costs; implemented the functional model and organizational design, reengineering SDLC and intake processes, established EPMO and standardized ITIL practices.

- **Orchestrated the introduction of Agile/Lean SDLC methodology**, significantly improving time-to-market results.
- **Established a culture focused on growth and development**, refocusing job roles to drive IT team performance.

MANAGEMENT – New York, NY

2007 – 2011

Executive Vice President/Chief Information Officer/Chief Transformation Officer

Integral member of the executive leadership team charged with providing complete oversight of technology operations, including managing a team of 200 IT professionals. Led a critical transformation initiative for enterprise technology to support the organization in meeting established goals. Selected to take on additional leadership of operations/sales team of 600 financial professionals post transformation completion.

- **Championed \$100M business transformation, including the end-to-end redesign and implementation of 170 business processes**, impacting all business functions and all parts of the organization.
- **Spearheaded major IT transformation initiative**, including implementing leading financial services software and infrastructure, as well as restructuring IT strategy, client delivery, digital technology, systems integration and development, technical infrastructure, PMO, change management, and enterprise architecture processes.
- **Outsourced numerous IT functions**, including infrastructure management resulting in significant cost improvements.
- **Led second phase of business transformation, focusing on Customer Experience through the sales organization**; reengineered to deliver higher level of customer experience by establishing customer centric processes and implementing advanced technologies including CRM.

ABC SERVICES – New York, NY

2005 – 2007

Vice President – Digital Retail Services & Delivery

Directed client management, software delivery, digital services, PMO, and support and hosting functions for this digital retail software company. Built, developed, and managed a team of 60 IT professionals.

- **Brought into the role to drive turnaround management** and refocus efforts on key enterprise objectives.
- **Reengineered all key processes and functions**, including release management, project management, support, and client management.

GROUP – New York, ny

2004 – 2005

Vice President Information Technology – Global Transaction Services

Partnered with CIO to manage the PMO, Security, and Quality Control and Testing groups. Managed all team members through various projects and initiatives with an emphasis on digital/technical transformation.

- **Implemented and redesigned the PMO team**, introducing methodologies to drive significant improvements.
- **Managed the process redesign of project intake, SDLC, and security functions** across both development and infrastructure initiatives.

BOOKS INC. – New York, NY

1996 – 2004

Chief Information Officer/Chief Digital Officer/President Retail

Functioned in a multi-faceted role with direct accountability for leading IT, digital, and operational functions. Recruited by CEO to contribute during the early start-up stages of this organization, assisting with establishing business processes, technologies, and roadmaps for all functions, including Procurement/Supply Chain, Retail/Sales, and Marketing. Developed and managed the IT team.

- **Worked with executive leadership team** on the development of the initial business strategy of the startup.
- **Developed and executed IT strategy (infrastructure & software)** for stores and home office functions; supported the company growth from 1 store to 20 large format stores including direct to consumer digital platform.
- **Co-led large-scale M&A process (300+ stores) and digital transformation** to establish company as market leader despite new online competitor, resulting in annual revenue of \$100M for digital and \$750M for stores. Assumed leadership of the retail/digital organization through the major transformation.

EDUCATION

STATE UNIVERSITY – Bachelor of Commerce