

## INFORMATION TECHNOLOGY EXECUTIVE

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Retail, Financial, Pharmaceutical, Software Development, Healthcare

High-energy, ROI-focused technology leader who approaches IT from a business mindset to drive critical initiatives aligned with business objectives. Expert at reengineering business process solutions to optimize operations and maximize profitability. Motivational leader able to create true team culture and lead by example to achieve remarkable results. Keen understanding of interrelationships between people, processes, and operations in complex business environments. Enhance customer experience and business growth through expertise in:

### Core Qualifications

- Business Process Reengineering /KPIs
- Financial Performance Optimization /ROI
- Leveraging Customer Experience /CRM
- Strategic Planning /Tactical Execution
- Cross-Functional Collaboration /Leadership
- Integrating Technology & Business Solutions
- Maximizing Vendor Relations /Negotiations
- Team Recruitment /Development /Deployment

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### Executive Performance

#### **Retail Inc.**

1991–2009

*One of the world's largest specialty retailers operating five of the most recognized brands with 3,100+ stores and fiscal 2008 revenue of \$14.5 billion.*

#### **VP, Chief Information Officer, Outlet Division (2006–2009)**

Recruited 12-member team and launched division's new IT group to manage all technology and business processes for \$1 billion, 350-store Outlet Division.

- \$6.3 million annual savings achieved through reductions in staffing, operational costs, and complex financial reporting process.
- Negotiated resolution to unapproved changes in vendor contract that saved \$2 million.
- Directed 97-member cross-functional team implementing Retail Suite, a \$27 million investment.
- Reduced manufacturing cost 23%+ by implementing an online Spend Management solution never before used.
- Increased customers reached and marketing campaign deliverables by more than 47% by implementing one-of-a-kind CRM system.
- Saved \$1.7 million by designing and implementing proprietary promotion pricing application.

#### **Director, Sr. Director, (1991–2006)**

Provided vision and leadership for 153-member staff of FTE and contractors overseeing development, deployment, monitoring, maintenance, and support of merchandising and supply chain software corporate-wide.

- \$1.3 million annual reduction in operating cost realized by restructuring data reporting process.
- Implemented first merchandising enterprise data warehouse that streamlined business analysis, retired 1,000+ Excel spreadsheets, and reduced headcount by four.
- Trained six senior staff members on capital / baseline budget management and when to insource and outsource projects.

**C&L**

1989–1991

*Formed by merger a 1957, then merged again in 1990, changed name in 1992, and merged in 1998 with a global professional services firm and the largest of the auditing firms.*

**Sr. Associate, IT Division**

Defined business cases, assembled project teams, and implemented business process reengineering initiatives.

- Recognized for delivering projects with some of the highest ROIs as the designated model consultant who wrote excellent business cases in partnership with clients.
- Assigned customer relationship manager for 75% of clients due to excellent customer relationship skills and on-time service delivery.
- Improved estimating of project deliverables by training junior consultants on process reengineering methodology and project management.

**EDUCATION / CAREER DEVELOPMENT / CERTIFICATIONS / AFFILIATION****M.B.A.** Coursework**B.A.** Summa Cum Laude, *Social Work***Executive Leadership Training****Project / Program Management****IT Executive Leadership****Case Process Reengineering****Family Service Agency, BOARD OF DIRECTORS**