

SENIOR MANAGEMENT EXECUTIVE

**BUSINESS STRATEGY ▪ IT STRATEGY ▪ IT MANAGEMENT ▪ OPERATIONS ▪ INNOVATION ▪
CHANGE MANAGEMENT**

Intrapreneurial business and IT executive blending vision, ideation, and strategy to drive revenue, profit, market share, and shareholder value.

Recognized as an international game-changing leader with the ability to drive mission-critical initiatives from concept to execution and positively impact the top- and bottom-line within tight timelines. Strong collaborative leader with the ability to inject passion into an organization. Thrive on a balance of structure and greenfield ideas. Twenty-year career focused on growing businesses in diverse industries: consulting, entertainment and hospitality, healthcare, insurance, publishing, power generation, utilities, telecommunications, financial services, transportation, and federal, state, and local governments.

Highlights of Value Driven:

- **IT Strategist:** Developed IT strategic plans for such organizations as SAS Institute, The Walt Disney Company, US Army, and InterContinental Hotel Group
- **Business Strategist:** Developed business strategic plans and execution roadmaps for such organizations as InterContinental Hotel Group - China, Attorneys Title Fund Services, and pro bono strategy articulation for Orlando Science Center and United Arts
- **IT Implementation & Management:** Program management and implementation of major systems such as global CRM with GE Power and McKesson, Phone switch replacement with AT&T and First Data Corporation, global SCM with GE Power, Workforce Management, Project Management and IT Financials with The Walt Disney Company, and IT Support Operations with First Data Corporation
- **Innovation:** Established innovation frameworks and delivery with First Data Corporation and Attorneys Title Fund Services to drive new operational effectiveness and enhanced customer experiences
- **Leadership:** Developed and led client focused teams in China and the US. Restructured and led North Highland - Florida practice voted "#1 Best Company to Work for in Florida" (2011, 2012) by *Florida Trend*.

PROFESSIONAL EXPERIENCE

SAS INSTITUTE

2013 – 2015

SAS is the leader in business analytics software and services, and the largest independent vendor in the business intelligence market. Through innovative solutions, SAS helps customers at more than 70,000 sites improve performance and deliver value by making better decisions faster. Since 1976 SAS has been giving customers around the world THE POWER TO KNOW® ..

Client Executive, Strategic Accounts

Responsible for defining a client engagement strategy including; analytics technology planning, implementation roadmaps, implementation and support of SAS Products and Services to drive business results for strategic clients. Interact with key client executives and internal teams to drive this value.

RESPONSIBILITIES

- Defined a client engagement strategy to align client data analytics needs with SAS analytic capabilities
- Management of client facing team to sell, implement, and support SAS software platforms
- Assessed customer analytics technology platforms and business capability requirements to define best fit current capabilities as well as defining a technology forecast in support of future business requirements
- Developed technology roadmaps and implementation plans
- Developed potential methods and technology frameworks to support business innovation and next generation technologies
- Worked with organizational teams to gain buy-in for the strategies and associated implementation plans

ACCOMPLISHMENTS

- Developed a client engagement strategy
- Developed tools to drive improved data driven decisions, set goals and track performance
- Established a cross functional team to support clients analytic strategies and delivered against the defined strategies
- Facilitated and developed information management strategies and associated technology plans

THE NORTH HIGHLAND COMPANY

1999 – 2013

\$300 million, employee-owned, global business management and IT consulting company with 53 offices worldwide and 2,500 seasoned consultants with broad and deep expertise across multiple industries. North Highland has a proven record of enabling great returns on clients' investment.

Vice President – North Highland US / China (1999 – 2013)

Executive leadership team member driving the establishment and expansion of a Chinese Joint venture as well as building and growing domestic US business management and IT consulting operations for The North Highland Company.

RESPONSIBILITIES

- P&L responsibility for consulting operations in the US (Florida, California) as well as established and led operations in mainland China
- Recruited, developed and led +65 consultants and +8 staff (accounting, finance, legal, and HR)
- Developed and executed market strategies in support of growing North Highland consulting business

ACCOMPLISHMENTS

Leveraging intrapreneurial proclivity, established organizational strategies, processes, and teams to drive client delivery excellence resulting in business growth.

- Expanded North Highland's footprint from regional to national. Drove creation of West Coast consulting operations which currently accounts for one-third of the company's revenues
- Tapped by CEO to establish North Highland's presence in China. With full P&L and executive leadership responsibility expatriated to Shanghai for 2 years. Built Shanghai-based, China-compliant business infrastructure and multinational staff and grew team from an initial 6 to 30 in 2 years.

Representative Client Roles:**IT Strategist - The Walt Disney Company (2 year onsite engagement)****RESPONSIBILITIES**

- Developed an IT strategy focused on the guest reservation processes and associated performance management strategy leveraging balanced scorecard method
- Implemented key systems and monitored performance against goals
- Developed performance metrics and an associated data strategy including identify source data, data quality requirements and transformation methods
- Defined the measurement program and ongoing monitoring processes
- Designed, developed, and deployed an operational data store that became the foundation for the data warehouse and associated analytic capabilities
- Designed, developed and deployed strategic dashboard metrics and associated operational data

ACCOMPLISHMENTS

- Developed a partnership between IT and Finance to establish strategy and performance-monitoring metrics for \$6 billion division; using balanced scorecard and data warehousing to justify +\$285 million multi-year program

Business Strategist – Intercontinental Hotel Group - China (1.5 year onsite engagement)**RESPONSIBILITIES**

- Defined a market penetration strategy, associated market segmentation, and implementation plan
- Conducted competitive and gap analysis against the market strategy then refined approach
- Gathered customer focus group feedback against the strategy and plan then refined approach

ACCOMPLISHMENTS

- The organization utilized the plan and is actively executing against it in the market place

IT Implementation & Management - GE Power (2.5 year onsite engagement)**RESPONSIBILITIES**

- Led an IT and process improvement team to redefine and enable a "digitized" supply chain
- Analyzed current supply chain processes and enabling technologies (Inquiry to Order; Order to Receipt)
- Defined a technology landscape and associated applications

- Selected and implemented enterprise applications in support of the technology landscape (example: Implemented Siebel for CRM globally)

ACCOMPLISHMENTS

- From Strategy to delivery an improved business process and "digitized" technology stack for a \$25 billion services division of GE Power on time and under budget.

Innovation – (Business & IT Strategist) – Attorneys Title Insurance Fund (1 year onsite engagement)

RESPONSIBILITIES

- Led a cross functional team to develop an innovation framework to identify areas of R&D focus
- Defined methods for prioritizing and analyzing different alternatives
- Selected highest potential opportunities to consider and develop proof of concept programs to validate

ACCOMPLISHMENTS

- Led Operations team from conceptualization through testing of new service delivery processes and technology using an "eBay" method for bidding out work to allow for centralized order capture

FIRST DATA CORPORATION

1992-1999

\$10 billion financial services leader - One of the world's largest electronic payments processor serving more than 6 million merchants and 2,000 card issuers in some 35 countries.

Progressed through increasingly responsible IT leadership positions including a general management role of a \$16 million software development division.

Manager, IT Support Operations

Accumulative role responsible for leading an IT organization responsible for technology deployment, software application development, training services, help desk and customer service. Concurrently tapped by CEO to turnaround a \$16 million acquisition and position for sale in 18 months.

RESPONSIBILITIES

- Management of cross functional team members (software developers, quality assurance analysts, help desk personnel, deployment technicians, trainers and customer service representatives) (+80)
- Business Planning, budgetary and P&L responsibility
- Team member development and growth
- 24/7/363 operation with Service Level Agreements for uptime, availability and business capabilities
- Merger & Integration lead

ACCOMPLISHMENTS

- Business Process Transformation: Conceived, championed, built, and led state-of-the-art training program for Western Union agents resulting in a \$100 million savings year over year.
- Retail Point-of-Sale: Analyzed and reorganized acquisition (retail POS application development company losing \$280,000 per year); led company and reversed loss position to a \$1.2 million profit position in 9 months and sold division at a profit.
- Start-up & Launch: Established and managed several support, training, help desk and call center organizations providing technical support, terminal download and deployment, application development, and training services to retail, transaction processing, and the credit industry resulting in products and support that maintained market share.

EDUCATION / CERTIFICATIONS / PROFESSIONAL AFFILIATIONS

Degrees: **M.S. MOT (Management of Technology)** - Georgia Institute of Technology
B.S. Business Management - East Carolina University

Certifications: Six Sigma Black Belt – Formally Trained (2 years at GE Power Systems in process improvement roles)
Prosci Certified in Change Management

Affiliations: Project Management Institute

VOLUNTEER LEADERSHIP

Executive Board Member: Finance Committee Chair, Treasurer – Orlando Science Center (2007-Present)

Member: American Chamber – Shanghai (2010-2012)

Appointed Member: Central Florida Transportation Taskforce (2010)

Steering Committee Member: Tampa Bay Partnership and Central Florida Partnership (2009-2010)

Executive Board Advisors: myregion.org (2010)