

# JOHN SMITH

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## Senior Information Technology Executive

Proven IT executive with expertise in using technology to increase profits, drive down costs, and improve operational efficiencies by providing focus on leadership, global management, mentoring, team building, and extensive "c-level" management experience. Expertise in driving strategic direction, negotiations, and IT projects through the complexities of differing agendas, personalities, and cultures.

### Summary

Data Center Management  
Supply Chain Integration

eCommerce Strategy and Delivery  
Mergers and Acquisitions

- Experienced in creating an in-house SaaS IT service model and selling innovative IT applications and infrastructure support to agents and logistic companies. Utilized technology expertise to attain \$27M of revenue in the first year of operations equivalent to a yearly growth projection of 37%. Possesses global experience in migrating to public Cloud applications and services covering: websites and channel management, SMTP, DNS, and email security.
- Successfully managed several projects published in trade journals and became the recipient of Ad Trends Magazine Innovator of the Year award for development of progressive eCommerce solutions.
- Received Application of the Year award for a Driver Shipment Event Reporting and Planning System.
- Created and implemented operational dashboards to provide insight for operations staff by providing them with relevant information, allowing them to identify and assign equipment and resources to improve load and performance efficiency. This resulted in a 30% reduction in costs.
- Spearheaded the implementation of Interactive Intelligence solution, Customer Call Centers with all-in-one IP communications software suite, a single-platform architecture, and inherent multi-channel processing. The system provides a single user interface integrating; voicemail, unified messaging, presence management, conferencing, IVR, ACD, and follow-me features. The solution architecture is in a private cloud and covered 3 call centers with a group of 55+ agents.
- Implemented PeopleSoft ERP Financial Systems across 6 business units and 2 operating companies that interfaced with order management and revenue accounting systems, replaced several disparate legacy systems, and provided a single point of control for management reporting and planning.
- Selected to lead the effort to achieve ITIL compliance, which spanned all operational functions, business processes, and member institutions - covering all aspects of electronic/data security.
- Created and implemented operational dashboards utilizing Business Intelligence (BI) and Data Analytics. The dashboards provided instant insight for operations, sales, and revenue accounting staff by providing them with relevant and timely information, allowing them to improve on-time performance efficiency. This resulted in a 54% reduction in operating costs.

### EMPLOYMENT HISTORY

ACME COMPANY, Boston, MA  
Chief Technology Officer

2006 – Present

*A \$75M division of National Corp. a \$5.5B a global company, specializing in IT management.*

#### Role:

- Provide management for all operating units, consisting of 500 employees and 25 separate operating facilities; accountable for direct budget oversight of over \$53M.
- Responsibilities include development and maintenance of business applications, database systems, telecommunications, data center operations, business continuity, strategic planning, and organizational development.

## EMPLOYMENT HISTORY CONTINUED

*CONTINUATION FOR ACME COMPANY*

- Supervise direct staff of 12 and indirect staff of 500. Manage the strategic vision with a customer-focus to seize market opportunities and the ability to identify problems, develop solutions, and implement best practices and process improvements.
- Led as a common-sense executive who develops highly competent, well-functioning teams, and ensures a productive business organization.
- Demonstrated ability to rapidly learn and understand key performance drivers and deliver results within market-driven timelines.

## Results:

- Spearheaded the creation of a Lead Generation System, which managed leads from SEO/SEM campaigns. The system tracks data from lead source to order booking, which is Portal based to monitor/measure closing ratios. System increased booked business by 24%.
- Directed implementation of a web based system, featuring: alert based messaging, workflow management, and shipment tracking – earned the industry Innovator of the Year award.
- Led mobility and security guidelines development on policies for mobile devices and authentication.
- Implemented an enterprise wide warehouse management system. The application controlled the movement of goods, which included real time event based RF scanning, by which all products entering and leaving the network are labeled and traced from the point of pickup to final delivery. This effort has increased revenue by over \$47M.
- Prepared and implemented a customer Pre-Call and Final Mile Dispatching System. The system connects employees, customers, agents, and consumers. The applications provided include: service contact management, shipment tracking discussion database, and delivery scheduling.
- Created a private Cloud infrastructure that virtualized the computing complex covering AIX, Linux, and Windows servers. The effort reduced OPEX expenses by 33% through elimination of hardware maintenance and software license rationalization. Migrated to public Cloud applications and services covering, channel management, SMTP, DNS, and Spam Filtering.
- Was responsible for a successful migration of mainframe systems to Websphere SOA Architecture – scope of project spanned 24 months and structure consisted of multiple onshore and offshore development teams. The system provided entry into new business ventures by incorporating Web services to facilitate multi-channel marketing – resulting in a 39% reduction in SG&A.

Wiltshire Communications, Chicago, IL

2003 – 2006

*Group Director*

*A \$50M subsidiary of ABC International, a \$14B publicly traded Dutch Company. Responsibilities included three operating divisions.*

## Role:

- Responsibilities included North American business and operating units consisting of 5 manufacturing and distribution facilities and 10 global portals. Duties included budget oversight of \$10M, development of business applications/systems, and strategic planning.
- Designed and implemented a Customer Relationship Management System that generated increased sales while improving communications between corporate and field personnel.
- Led an international cross-functional team that developed Amersham business application strategy. The plan included the implementation of Oracle's financials and manufacturing systems across USA and EMEA. Upgraded the corporate systems to adhere to ITIL regulatory/statutory requirements through the creation of a rules based database.

## EMPLOYMENT HISTORY CONTINUED

*CONTINUATION FOR Wiltshire Communications*

## Results:

- Installed a wide area global network using Frame Relay Topology to support client-server and GroupWare communications between all worldwide sites, which reduced costs by over 20%.
- Served as global IT project manager; initiated implementation of a BAAN ERP system.
- Replaced mainframe manufacturing systems with a BAAN ERP System, resulting in savings of 44%.
- Led development and implementation of the company's first data warehouse. Replaced 200 existing reports with 27 new warehouse reports for sales, marketing, and revenue management.
- Designed and implemented programs to support Wiltshire exclusive distributor channels.

NATIONAL INCORPORATED, Oak Grove, IL

1996 - 2003

*Business Development Manager*

*An employee owned, \$75M Private Corporation that develops and manufactures medical products. Reported to the VP of Information Services Technology and supervised a total staff of 15, including 5 direct report managers and a business analyst.*

## Role:

- An executive with the proven ability in implementing procedures to ensure margin and profit improvements. Solutions-focused with career successes underscored by capacity to identify and pursue growth opportunities, decisively plot a course of action, and deliver on promises.
- Utilized cross-functional management skills; Promoted teambuilding, leadership, and ITIL-based IT management skills to consistently ensure manufacturing productivity.
- Introduced an organization reform program that changed the direction and focus of MIS to be a service organization and led the formalization of IT service processes.

## Results:

- Designed/implemented a customized System Development Life Cycle that improved systems quality by reducing rework, increased communication between functional areas and achieved on-time delivery. This resulted in improved team efficiency by 45% via standardized procedures.
- Responsibilities included: development of financial records, distribution, order entry, procurement systems, and database administration with an established operating budget of \$21M.
- Spearheaded efforts to re-engineer the company's use of forecasting, resulting in development of a comprehensive sales and operational planning system that integrated data from 17 worldwide branches. Reduced data entry time from 2 weeks to 1 day and improved forecast accuracy by 11%.
- Designed and built an Enterprise Resource Planning (ERP) system to systematically coordinate inventory availability with resources, delivery schedules, and building site project demands.
- Implemented improved development and project management methodologies and system standards increasing the quality and reliability of core systems - on time, on budget.

## EDUCATION

CHICAGO UNIVERSITY, Chicago, IL

- Business Administration and Computer Science

THE COLUMBIA INSTITUTE OF BUSINESS - Business Strategic Planning: National Seminars

- The Competitive Advantage
- Strategic Planning for IT
- Financial Planning (CIO)
- Managing the IT Resource, IT

HARVARD UNIVERSITY, Boston, MA

- MBA Program (Finance/Economics)