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SENIOR INFORMATION TECHNOLOGY EXECUTIVE

25 years of IT Experience and Track Record of Success Delivering Capacity/Profit Driven Solutions and Strategic Planning in Omni-Channel Retail Management, Merchandise Planning and Management, Product Development, Call Centers, Store Systems, CRM/BI, Logistics, Distribution Centers, Debt Collection, Telephony, Regional Airlines Operations, Government Services, BC/DR and Cloud Solutions.

CAREER PROFILE

Proven Results-Oriented, Dynamic Senior Information Technology Executive with expertise in planning and leading technology and business teams in implementing strategic solutions that help leverage business growth and create significant capacity/cost savings. Motivated and diligent contributor to the business combined with strong experienced problem solving skills to respond to business opportunities.

VALUE ADDED STRENGTHS

- Dynamic change agent skilled at building strong IT Organizations to support business strategies.
- Decisive, proactive participative management style and reputation as a problem solver and change management expert.
- Business advocate with proven ability to build rapport among all organizational levels.
- Well respected for strong vendor management and contract negotiation skills.

Core CIO areas of expertise include:

- Business/IT Strategies & Execution
- Team Building & Leadership
- Vendor & Contract Negotiations
- SaaS Selection & Implementation
- Cloud Technology
- Omni-Channel Retail
- Strong Project Management
- Unified Communications
- Organization Design & Restructuring
- E-commerce Strategy & Delivery
- IT Strategic Plan Development
- Business Continuity & DR

PROFESSIONAL EXPERIENCE

King County Information Technology (KCIT) Seattle, WA. 2012 - Present

King County Information Technology is part of King County Government Executive Services. King County has 13,000 employees and supports 16 departments that serve 2 million constituents. The Departments supported range from Transportation Services (Metro), Public Health and Community Services, Sheriff's Office, Superior and District Courts, Jails, Operations, Facilities, and Natural Resources and Parks.

Deputy Chief Information Officer (DCIO)

As the DCIO at King County, this role is the 2nd in leadership for the KCIT organization and senior advisor to the CIO in a fast moving technical environment. A key responsibility is providing service excellence while implementing the technology to support the King County Strategic plan. Also Re-engineered the KCIT organization, built strong customer relationships, implemented ITIL, and organized service delivery teams; to strengthen quality of services, timely delivery, and staff capabilities while improving reliability, increasing capacity, and reducing costs. Annual \$88 million budget and 450-person organization.

Key Results:

- **Restructured the Operations and Infrastructure teams (150 team members)** by recruiting new talent, and building processes (ITIL) to provide greatly improved and reliable service to King County's internal and external customers.
- Developed and implemented the organizational structure and processes that support the strategic goal of Service Management (ITIL). Led the development and implementation for the functionally aligned service delivery teams, which also has benefited KCIT team members by providing them with more support and career growth. Led Service Rate development so that our customers are now charged by the services they order, whereas in the past costs were not transparent, what they paid for IT was based on revenue, department size, or IT head count.
- **Executive Project Sponsor** for many multimillion dollar projects including King County HDTV, Infrastructure build outs for Unified Communications in 150 locations, Wireless Infrastructure and increased Wi-Fi in 150 locations, SharePoint, Major Facility Projects, and the Systems Management Project implementing ITIL for Change, Incident, Problem Management and Request, plus implementing a new Service Center tool to support the new processes.

PINNACLE AIRLINES CORP. Memphis, TN.**2009 – 2012**

Pinnacle Airlines Corp. A \$1 billion dollar publicly traded regional airline with 3 subsidiaries, Pinnacle Airlines, Mesaba Airlines and Colgan Air. The company has 8100 employees with their home office in Memphis TN.

Vice President Information Technology

Senior IT Executive leading IT strategy and critical initiatives in a very fast paced environment to support 3 regional airlines and PinnPro ground operations. Responsible for technology management across all functional areas of IT in both the Memphis TN and Egan MN corporate offices. Each corporate office has a Main Data Center, a Backup Data Center and 2 Backup System Operations Centers supporting the airlines. Re-engineered the IT organization and key applications to strengthen quality of service, timely delivery, and staff capabilities while improving reliability and reducing costs. Controlled annual \$25 million budget and lead a 45-person organization at 2 sites.

Key Results:

- **Restructured the IT department, recruited new talent, and raised the bar for the IT organization to provide greatly improved and reliable service to the 3 Airlines, PinnPro and Corporate. Recruited new talent and overhauled the IT organization to create a structure that could support strategic growth plans especially in the area of mergers and acquisitions, resulting in 30% cost reductions.**
- **Implemented successfully complete Telecom and Data Infrastructure replacement project with a new vendor and the latest technologies, MPLS, SIP, SIM and VOIP resulting in a 25% reduction in costs.**
- **Successful moved 3 SOC (System Operations Centers) to our new building without a disruption to the 3 airlines.**
- **Successful IT SOX 404 audits with no significant deficiencies for 3 years.**
- **Successfully completed corporate headquarters physical move to a new 12 story building on time, on budget and with no interruption to the business.**

PERFORMANT FINANCIAL CORPORATION Livermore, CA. 2005 – 2008

Performant's 4 businesses deliver premier financial and debt management solutions for government agencies and commercial organizations for over 30 years.

CIO and Vice President Information Technology

Senior Executive leading IT strategy and initiatives critical to supporting Debt Collection, Hosting Services, Healthcare Audit and Recovery, and Vista Financial Services. Responsible for technology management across all functional areas of IT, including application development of proprietary in-house software, data management, data center operations, information security, and telecommunication networks. Plan and execute business and operations strategy as the first CIO and a member of the executive team reporting to the CEO. Controlled annual \$15 million budget and led 55-person organization at 4 sites.

Key Results:

- **30% savings by negotiating new contracts for Carrier and PBX upgrades at 4 sites.**
- **75% discount negotiating master contract with IBM and a VAR for Database licenses converting from user based to CPU based.**
- **Implemented corporate wide IT Security plans and processes to be consistent with government standards to protect PCI, PII and HIPAA data for our government and private customers.**
- **Developed and implemented BCP plan for Information Technology at 4 sites, with a backup data center.**

APPLESEED'S Beverly, MA.**2001 – 2005**

Appleseed's is a privately held \$150 million dollar Classic Women's Clothing multi-channel retailer.

CIO and Vice President Information Technology

As the first CIO and executive team member representing the IT function, created and executed the first 3-year IT Strategic Plan. Identified, created, and implemented IT strategies to support strategic business growth which included a private label credit card; CRM; distribution center expansion; a new financial system JD Edwards; the launch of a retail store division; and the acquisition and integration of Tog Shop into all current systems. Developed security policies / processes and received PCI certification at the time when only 25% of retailers were certified. Controlled annual \$10 million budget and led 20-person organization.

CORNERSTONE BRANDS INC. (Boston Office Closed 7/2001) 2000 – 2001
Cornerstone Brands Inc. is a \$600 million dollar direct marketing retailer with six world-class companies, Frontgate, The Territory Ahead, Garnet Hill, Smith + Noble, Ballard Designs, and TravelSmith Outfitters.
Corp. Director IT, Cornerstone Brands e-Commerce Services (CBeCS)

A member of the team that opened the CbeCS office in July 2000 in Boston as a strategic corporate initiative to centralize the E-commerce business and technology strategy for the 6 companies, which had operated independently. Controlled an annual budget of \$10 million and led a 25 person development and project management organization.

TREND-LINES INC. (Chapter 11 8/2000) 1998 - 2000
Trend-lines Inc. is a \$300 million dollar retail, catalog and E-commerce company with 250 stores doing business as WoodworkersWarehouse, Golf Day and Post Tools.

CIO and Vice President Information Technology

Developed and implemented stabilizing IT strategies for a company that had a prior \$11 million loss from a bad implementation of a Warehouse Management system. Developed, directed and successfully implemented Strategic IT Plan for Y2K, which completely replaced all hardware and business critical software systems. Controlled an annual budget of \$11 Million and led a 30 person IT organization.

Key Results:

- Planned, developed, and managed successful Y2K implementations for JDE One World, Logistic Pro warehouse management system, CommercialWare Multichannel Retail system and CRS Point-of-Sales for the 250 retail stores, on time, on budget, no issues.
- Directed vendor's development for retail store functions in their Y2K package. The \$3 million dollar catalog/retail management project was implemented successfully in August 1999

INTREPID SYSTEMS (Acquired by PEOPLESOFT 1998) 1997 - 1998
Intrepid Systems is a leading provider of retail merchandising, data warehouse, and decision support software for retailers.

Director Applications Development

Planned, directed and led the development, quality assurance, and documentation initiatives for four commercial products.

CASUAL CORNER GROUP INC 1985 – 1997
Casual Corner Group is a \$1.2 billion dollar women's apparel retailer with over 1300 stores nationwide. The company has offices in Enfield, CT., New York City, and Hong Kong.

Director Systems Development

Directed the major initiatives of 7 IS Managers with a total of 90 people in the areas of Finance, Merchandising, Merchandise Planning and Allocation, Logistics, Product Development, PC End User Support and the Corporate Networking Group. Worked with Senior Management of the company's 5 Brands to assess business strategies, ensuring that IT projects were aligned with corporate priorities. Directed IT and Business teams to define, manage and implement successful projects that helped increase effectiveness and reduce costs. Controlled an annual \$15 million budget.

EDUCATION & ORGANIZATIONS

UC Berkeley Haas School of Business CIO Institute

M.B.A. Western New England University, Springfield, MA.

B.S. - Business Administration, Computer Science - Minor (cum laude)
 Massachusetts College of Liberal Arts, North Adams, MA.

Memphis Institute for Leadership Education Mentor (MILE program) University of Memphis

MIS Department Advisory Board Member University of Memphis

The composition and specific authority of the Joint Board is defined in the Interlocal Agreement (ILA) developed for the Implementation Period of the project. Four voting members will be from King County, City of Seattle, and one each from the collective cities who formed the East Side Public Safety Agency (EPSCA) and Valley Communications Center (Valley Com). The chair of the board will be the Deputy County Executive and two ex-officio non-voting members will be nominated by the fire and law enforcement communities. Broadly speaking the Joint Board will be responsible for major decision points that will guide the PSERN project. As appropriate, the Joint Board will make policy recommendations to Executive and Legislative bodies through the Project Team. Specific board duties include:

- Execute its responsibilities according the terms and conditions of the Implementation ILA.
- Establish committees and advisory groups as needed.
- Adopt and amend policies, business rules, procedures, standards and guidelines related to PSERN
- Approve the Project Budget
- Approve contracts related to the Implementation Period
- Approve leases related to PSERN for all sites that exceed the rent authorized in the Project Budget
- Approve changes to the PSERN system related contracts if the costs exceeds \$200K per occurrence or for collective changes in a contract that exceed \$1M
- Approve system design changes or changes that affect system performance
- Approve issuance of Notice of Apparent Completion for Milestones 3H, 3J, 3K, 5C
- Approve the transition plan
- Approve user agreements between the County and User agencies and dispatch centers
- Approve or initiate other actions as defined in the Implementation period ILA