



ANNE DEROCHEMONT

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PRE-IPO & RAPID GROWTH DISRUPTIVE TECHNOLOGY COMPANIES

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► Broad industry perspective: Semiconductor, Clean Energy, Medical Devices, Software

► Public, Private, PE-Backed, Multinational, Turnaround, & Rapid-Growth companies

Repeatedly successful as the technology executive at the helm of visionary strategies, transformation, pivotal initiatives, and radical problem solving that propels growing companies to scale and gain competitive advantage in a digital world.

Broad executive core competencies, sharp business instincts, and big-picture perspective, continually seeking to optimize efficiencies, achieve operational excellence, and improve the bottom line. Inspirational, people-oriented leader with a talent for building world-class IT teams empowered by best-in-class processes to deliver on common goals and drive results.

2016 CIO of the Year Finalist, Boston Public Company | Valued Contributor on Multiple Advisory Boards

PROFESSIONAL HIGHLIGHTS

BOSTON SOFTWARE – BOSTON, MA

AUG 2013 – PRESENT

Developer of software for the life insurance industry with 1,700+ employees working across 20 sites and 7 global development centers to produce \$400+M annual revenue.

VP OF INFORMATION TECHNOLOGY AND SERVICES

SCOPE: Global responsibility | 40+ major programs annually | \$20+M budget | 36-person team | 4 direct reports | Leadership of M&A integrations, business systems, security operations, infrastructure, system integration, business intelligence, data center operations, service desk operations

Recruited into a chaotic situation shortly after IPO and led the charge to build a world-class IT organization with scalable enterprise systems and infrastructure supporting continued rapid growth (70% in 5 years). Faced barriers to growth head on, creating IT strategies, 3-year roadmap and governance for business alignment, fortifying the IT team with new talent, establishing program management practice, eliminating security risks, and more. Successfully led a wide variety of initiatives, including:

- Developed and rolled out integrated, unifying Salesforce.com CRM platform for sales, service, support, customers and partners
- Implemented Workday HRIS, ADP Streamline, Learning Management Systems (LMS), Global Mobility, among other programs
- Drove Mulesoft API-based integration for 13+ SaaS applications and integrated Agile methodology for force.com and Mulesoft.
- Spearheaded expansion of development centers in the U.S. and Canada, as well as Eastern Europe and Ireland
- Led rollout of systems enabling robust KPI tracking, analytics, and dashboards

KEY HIGHLIGHTS: Built world-class IT team with all people, process, and technology fully integrated and aligned, and robust infrastructure and business services ready to scale to \$1B. In collaboration with business leaders, reengineered virtually all business processes, delivering strong decision-making platform and enabling streamlined M&A integration and global expansion to empower rapid growth. Strengthened security and drove customer satisfaction to new highs.

VALUE-ADDED RESULTS:

- **ENABLED BUSINESS GROWTH:** Delivered 80+ programs for major transformation on time and on budget and grew the IT team 55% within first 2 years, supporting 30% revenue growth and 41% increase in head count while holding IT budget at 5% of revenue.
- **IMPROVED CUSTOMER SATISFACTION:** Rolled out customer communities, marketplace and customer-facing websites globally, localized in 17 languages, strengthening support and improving satisfaction. For 1st time in company history, now meeting 100% of support SLAs while providing customers with self-service options.
- **REDUCED COSTS:** Saved 54% on IT purchases as result of new vendor management and selection process.

- **HEIGHTENED DATA QUALITY AND LOWERED TCO:** Increased data quality 50% and improved processes 40% while achieving 99% uptime by implementing cloud-based integration. Currently migrating point-to-point integrations to more scalable API model with a lower IT TCO.
- **STRENGTHENED PRODUCTIVITY:** Saved \$3M annually on R&D spend while shortening environment provisioning time from 5 days to 20 minutes by redesigning development data center to provide a hybrid/elastic cloud with infrastructure as a service. Reduced headcount at helpdesk more than 25% while supporting 25% more global employees. Delivered sales, customer, and partner portal enabling training and content delivery.
- **INCREASED EFFICIENCY:** Achieved 100% compliance and decreased approval time from weeks to just days by eliminating manual spreadsheets for \$40M in spending—implemented Coupa Procure-to-Pay solution.
- **DEPLOYED SECURITY STRATEGY:** Closed security gaps and increased SLA from 80% to 99% by revamping global network, firewall, and wireless with stronger security for all major sites. Standardized architecture while providing a high availability, seamless experience.

DEROCHEMENT, INC. – WALTHAM, MA

2009 – 2013

Delivered IT management services to pre-IPO and high-growth companies ranging in size from \$400+M to \$6+B and with IT teams of up to 2,000 people. \$600K annual revenue.

CEO

Served as an advisor, management consultant, and interim CIO, leveraging technology to drive value for pre-IPO and high-growth companies.

KEY HIGHLIGHTS: Called into “broken” environments and spearheaded IT initiatives to drive turnaround and IPO readiness. Advised on governance changes that more efficiently utilized cross-functional IT resources, reduced risks, closed security gaps, and minimized TCO.

VALUE-ADDED RESULTS:

- **EMPOWERED IPO:** Prepared SaaS financial company for IPO. In just 18 months, created IPO strategy and framework, reengineered and upgraded IT infrastructure and systems, implemented business intelligence (BI) and reporting platform, established SOX compliance and change management initiatives, crafted IT strategy, and hired Director of IT.
- **CREATED ERP STRATEGY FOR SUPPLY CHAIN MANAGEMENT:** Helped unify a disconnected and siloed content distribution company that had grown rapidly through acquisitions but lacked integration. Developed and delivered ERP and BI roadmap designed to enable better focus on the core business by eliminating duplication, aligning business processes corporate-wide, and consolidating reporting.
- **ENABLED ACCELERATED EXIT PLAN:** Charted an IT strategy and architecture framework based on SaaS and hybrid cloud that enabled an accelerated separation plan 2 years faster and at 50% of the cost that 2 Big-5 consulting companies had previously projected. Worked throughout engagement at locations in the U.S. and Paris and reported to key executives of the energy company and to private equity investors involved in the leveraged buyout.
- **REVAMPED IT OPERATIONS:** Improved agility and cost optimization for a research institute by developing governance model for IT restructuring, pinpointing risks and opportunities to drive growth and efficiencies, implementing stronger oversight for technology initiatives, and hiring new CIO.

MELBA TECHNOLOGY – BOSTON, MA

2007 – 2008

Medical devices company and maker of Algadzis with \$1.5+B in current revenues (\$500+K at time of hire).

CIO AND VP OF GLOBAL IT

SCOPE: Reported to CEO | 110+ person IT team | \$28+M budget | Global responsibility for IT and security

Led charge to decouple engineering and information systems environments for faster delivery of products to market. Consolidated IT into Engineering, speeded release cycle, and decreased spend. Solved problems related to outdated ERP platform, lack of integration platform, and absence of portfolio management, along with poor teamwork and morale.

VALUE-ADDED RESULTS:

- **DROVE IT/BUSINESS ALIGNMENT:** Realigned IT with business strategy and created 3-year IT strategy enabling scalability to \$1B while significantly decreasing time-to-market for new products.
- **DEPLOYED SECURITY STRATEGY:** Deployed security strategy and scorecard in just 6 months, 50% faster than plan.

- **FACILITATED CROSS-FUNCTIONAL COLLABORATION:** Implemented company's 1st IT Program Management Office (PMO), improving coordination between marketing, engineering, and IT and speeding release cycle from annual to quarterly releases.
- **IMPROVED SYSTEMS:** Reduced data load time from 14 hours to 20 minutes and simultaneously improved quality of data from 22% to 99.9% by implementing Siebel Analytics. Increased service levels 75% as result of stabilizing broken and outdated ERP system within just 180 days of hire.
- **STRENGTHENED PERFORMANCE:** Cut budget from 10% of revenue to 8% while improving services, increasing uptime and expanding headcount by 22 people.

KEY HIGHLIGHTS: Transformed IT organization plagued by low customer satisfaction, leading successful turnaround as 4th CIO in 3 years to attempt such. Strengthened morale, improved customer satisfaction, built cross-organizational partnerships, and enabled capacity to roll out products 4X faster while reducing TCO.

RIDGEWOOD SOFTWARE – NEW YORK, NEW YORK

2005 – 2007

Developer of product life cycle management software, acquired by Acme in 2007.

SVP OF INFORMATION TECHNOLOGY

SCOPE: Reported to CFO | 40+ staff | \$7M IT budget | 5 development centers | 20+ sales offices | Global responsibility (U.S. Canada, India, China, U.K., Germany, Switzerland)

Spearheaded development and execution of IT strategy, roadmap, and governance aligned with business strategy. Brought in new talent and built a top-performing team, corrected customer support systems, closed 1,500 overdue tickets, streamlined customer base, improved cross-departmental transparency, implemented Clearcase/ ClearQuest for product development, and virtualized 5,000+ servers into 1,000 virtual machines.

VALUE-ADDED RESULTS:

- **STREAMLINED IT ARCHITECTURE:** Created strategy and plan to consolidate 6 data centers, 1,100+ servers, and 50+ applications. Piloted server architecture to reduce the number of servers 60+% in 12 months.
- **DROVE DOWN COSTS:** Restructured faulty outsourcing model, resulting in 10% lower costs and 30% improved uptime. Developed hosting strategy with projected 20% cost savings. Slashed budget from 5% to 4.5% of revenue while increasing services and head count.
- **HARDENED SECURITY:** Deployed 3-year security plan in 9 months, developing scorecard, assessing baseline, and quickly doubling score.
- **SOLVED PROBLEMS:** Improved poor customer satisfaction to 90% by rapidly stabilizing faulty CRM application. Corrected integration between ERP, CRM, and Bug Tracking by designing and deploying services oriented architecture (SOA) in 6 months. Improved quality of code 50% with standardized libraries and centralized code repository.

IMPACT SNAPSHOT: Spearheaded turnaround, stabilizing IT services, correcting broken CRM implementation, rolling out right sourcing, integrating acquired companies, and improving product release life cycle and customer support. Member of executive team that positioned the company for acquisition, then led the IT integration into the Acme IT team.

Began career as a software engineer with Blaze, an XM affiliate that was bought out twice, first by Cumberland Krey and then CA Pacific Group. Following acquisition away from XM, retained as a business analyst. Tapped early on as a high-potential leader, advancing and earning promotions as the company underwent 2 IPOs, a bankruptcy, and leveraged buyout. Tenure at Blaze culminated as CIO overseeing IT technology and strategy worldwide, with design centers in North America and Asia. Led company to achieve SOX compliance, drove millions of dollars in cost savings by streamlining and optimizing IT operations and architecture, and established 24/7 help desk providing global support.

EDUCATION

B.S., Computer Science – New York University

PROFESSIONAL AFFILIATIONS

Membership Chair – Consortium of Information Technology Executives (CITE); Board Member – CITE Education Fund
Advisory Board – VTek, Bankcorp, TriOM (acquired by VTek), Fastcontract (acquired by EMC), PMware

Résumé Strategy

Anne was an accomplished and award-winning technology executive who was enthralled with disruptive technologies and had built a career as the visionary IT leader in rapidly growing and turnaround companies across a variety of industries, each involved with disruptive technologies in their own ways. We developed her résumé to really call out and promote this brand and supported her promise of value with a history of results that spanned her entire career. The graphic at the top of the résumé showcased the three key strengths that empower her brand: that she is a change agent, inspirational leader, and technology visionary.

Through consultation with Anne, I was able to quantify the majority of her many accomplishments, providing powerful and compelling proof of her ability to apply technology in ways that enhanced the business bottom line. But this point was driven home by the short keyword phrase that categorized each accomplishment bullet, providing the reader with a quick, at-a-glance understanding of the benefit it provided.

Anne's early career included more than 15 years of progression to the CIO level with a single company. We felt it was strategically important to include some information about this experience, but did not want to include dates that began more than 25 years ago. The solution is an early career section that describes the highlights about this experience without detailing the dates. This allowed us to use 2005 as the earliest date on the résumé.

Anne was frustrated in her current company as she had hit a ceiling and there was no opportunity for her to move back up to the CIO title. She was ready for new challenges and to advance her career to the next level, and this résumé helped her achieve those goals.