



GLOBAL IT SENIOR EXECUTIVE

BUSINESS-ALIGNED IT SOLUTIONS THAT OPTIMIZE BUSINESS PERFORMANCE, BOOST CUSTOMER SATISFACTION, STRENGTHEN COMPETITIVE EDGE, AND MINIMIZE RISK IN AN ERA WITH RISING CYBERSECURITY THREATS

Take-charge global technology leader recognized as a Subject Matter Expert (SME) and a resilient, strategic DOER who 'gets the job' done on-time, within budget goals, and above quality standards. Handpicked by CIO for highly strategic programs and projects. High-performance and far-sighted vision, leveraging technology as a business asset, anticipating business needs and emerging trends.

VALUE QUESTION

WHAT IT PROBLEMS KEEP YOU UP AT NIGHT? I CAN HELP YOU!
 ~ KENNETH

"His efforts and leadership influence and approach gave credibility to his role and built many bridges between IT and its many business partners. His initiative, influence, and ability to communicate with, at times, stubborn business partners earned him their respect."

~ Jamie Dovan

TECHNOLOGY LEADERSHIP BANDWIDTH

- **Influenced customer satisfaction score by creating the Contact Center Stability Program**, strategically charting course and managing from concept, through rollout, to world-class stabilization that reduced call routing related incidents by **50%**.
- **Held several senior-level roles with accountability over global IT organizations**, including leading 140 project managers for MicroTek. Built synergistic teams for all employers.
- **Conceived, designed, and implemented a \$1.5M IT Performance & Maturity Framework** to assess internal IT structure across 31 domains, creating new policies and providing executives with clear roadmaps to optimize business value.
- **Strategic partner and trusted adviser to the CIO**, weighing in on executive decision-making with global influence and impact.

CAREER CHRONOLOGY

"THEY SAY I AM HIGHLY PERSONABLE, I HONOR MY COMMITMENTS, I EXHIBIT INTEGRITY...AND THAT I DON'T SOUND LIKE AN IT GUY"

HighPoint	Bunge	Cay Tech	Aetna	Microtek
\$5B Project Leader	\$6M Budget	\$24M Budget	Saved \$1M in Cost	\$2.5M in New Capabilities

HIGHPOINT | KANSAS CITY, KS (HEADQUARTERS)

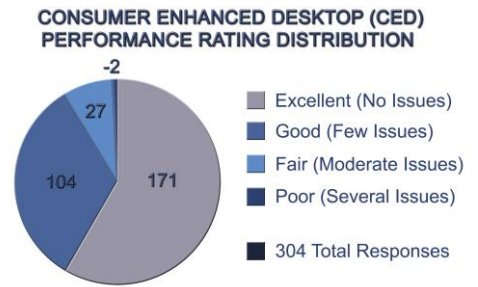
Director: Office of the CIO (03/2013 to 01/2014); Contact Center Stability Program (09/2011 to 01/2014); IT Process Maturity (12/2010 to 09/2011); Infrastructure Integration (07/2010 to 02/2011); Application Migration Playbook (10/2009 to 07/2010)

Recruited from Bunge Limited based on stellar reputation to work with former VP who assumed the CIO role at HighPoint. Selected as the right leader to help him raise efficiency, customer satisfaction, and to eliminate redundancy. Developed a brand as a versatile IT leader, assuming several critical and high-impact director-level positions. Gauged needs, including lack of structured team alliance. Through fervent relationship building, reached beyond changing infrastructure, transforming culture by way of education and team recognition, synergizing efforts.

Nurtured ongoing communications to sustain excellent focus on high-priority projects, customer-centric IT department, and better resource management practices while ensuring enduring support of several first-time initiatives decades after inception.

HIGHPOINT | CONTINUED

- Dramatically enhanced customer experience by designing a strategic **Call Center Stability Program**, which skyrocketed IT performance:
 - Increased MTM (Member Touch Point Measures) 89.26 to 96.18. Enterprise Target was 90.00.
 - Improved percentage of calls answered within 30 seconds to achieve compliance with the Federal Government’s Medicare (CMS) target of 80%. Performance increased from 77.03% to 87.47%.



Outage Hours	MTM	Call Routing Incidents	Voice Systems Performance
<63%	↑6.92	<50%	↑13.55%

- Assumed charter of **implementing a \$1.5M new IT Performance & Maturity Framework**, replacing an inefficient framework, equipping WellPoint to properly assess and maintain optimal internal processes for competitive maturity and navigate with confidence through business changes on the horizon.
 - Implemented methodology that keenly assessed maturity levels enterprise-wide, 31 distinct domains, driving greater performance and change management. Raised data center classification levels from Tier 2 to Tier 3.

Architecture	Development Process	Physical Maturity	Service Delivery	Service Support
--------------	---------------------	-------------------	------------------	-----------------

- Ran IT like its own separate business. Mounted strategies to align and optimally position Application Development and Infrastructure teams behind key corporate initiatives. Created company ‘quarterbacks’:
 - Introduced a Point of Contact Matrix, garnering a **50%** time reduction to project initiation.
 - Diminished budget variances by establishing a Governance Model that tied resource allocation to immediate business priorities.

BUNGE LIMITED | Denver, CO

GLOBAL LEADER: PROCESS, PROGRAMS, PRODUCT (11/2008 to 10/2009) | PARTNER PLANNING (04/2007 to 11/2008)

Delivered on mandate to drive transformational change on a global scale. Revived the IT organization, introducing new energy and innovation as a norm. Performed deep evaluation from a fresh perspective, diagnosing inefficiencies, and introducing reformation, improvement, and best practices. By leaving no stone unturned, identified **\$1M** in savings for the Bunge Limited Business Unit.

- Assumed charter of **Globalizing IT Account Management**. Raised competency levels through reformation and hiring initiatives that attracted top talent; converted an underperforming IT organization into customer champions. Pioneered a Customer Service Satisfaction survey that provided instrumental feedback for future IT initiatives.
- Impact driving force behind novel solutions such as the **Global Infrastructure Project Management Organization** and **Global Service Delivery**:
 - Consolidated global telephony vendors by 96% from 100 to 4, delivering a savings of **\$112M**.
 - Drove dramatic change in maturity levels. Standardized tools and processes for complex, multi-tower, multi-vendor environments.
- Bridged gaps between IT organization and 80 business units across the globe as the leader of the **Global IT Relationship Management** organization. Engineered a new Operating Model, encompassing measurement tools that zeroed in on neglected business needs.
- Leveraged ITIL Framework Methodology to globalize Process Management.
 - Facilitated the adoption of new ITIL based processes by creating the new role “Process Mentor,” demonstrating a holistic understanding of IT and stressing the importance of the people behind the technology.
- Enabled company to act on a 2014 strategy by eliminating risk caused by an aging infrastructure, resulting in **\$202M** fund attainment for the build-out of the data center in Elk Grove Illinois. Netted a **\$26M** in annual savings.

CrayTech Inc. | Silver Spring, VA

Senior Technical Director (02/2004 to 06/2005)

Welcomed to a high-profile leadership position, directing a 140-person global application development project management team within a \$24M budget. Reported the Daily Executive Red Project Review to the Executive Vice President of CrayTech Products.

- Elevated practice and competence levels through staff training and development, raising PMP Certified Managers from 0 to 15% of total staff, skyrocketing performance which held to a 10% reduction in CrayTech product defects.
- Led business-critical application development projects: CrayTech 2.0 security edition, CrayTech Messenger, Free Antivirus.
- Matured expertise level in staff; eradicated low performing contractors; recognized and awarded top performers.
- Introduced a series of workshops facilitated by project management industry expert (Rich Mullen).

Aetna Insurance | Baltimore, MA

Assistant Vice President (06/2002 to 02/2004)

Drove improvements across a Project Management Office (PMO) with 43 PMs and a \$6M annual operating budget. Hired to turn around performance by increasing staff competency levels and elimination of idle contractors. Identified need to seek outside help and cascade new energy from the top down.

- Netted a 10% rate reduction in vendor costs by rationalizing and reducing vendor pool from unlimited to 3.

MicroTek | Westchester, NY

Project Office Manager (09/2001 to 06/2002) | Technical Solution Architect (02/1999 to 09/2001)

- Reduced \$19M budget overrun by \$14M by aggressively examining spending plans, project plans, staffing levels, and contracted deliverables to remain profitable on the account.
- Reduced MicoTek audit exposure by leading a business controls review (10 member team) to ensure contractual compliance. Mitigated exposed gaps by fully executing on the resulting action plans.

EARLIER CAREER

Hit the ground running at Electronic Data Systems (1995 to 1999): Contributed to the uptime of Nightguard's various contact center departments by leading a quick response team in support of 13,000 desktops in Melbourn, FL and Atlanta, GA. Led 7 – 10 onsite technical personnel in execution of the Nightguard Outsourcing Agreement.

Technical Solution Architect developed enterprise technical solutions for corporate clients with a focus on \$100K to \$4B global outsourcing opportunities. A key player in the 10-year, \$5B "Groundbreaker" project.

EDUCATION

MBA AT A 12TH RANKED EXEC MBA PROGRAM (BUSINESS WEEK, BLOOMBERG)

University of North Carolina, Chapel Hill, NC
Executive MBA—Global Business
 Kenan-Flagler Business School

Bellevue University, Bellevue, NE
Bachelor of Science: Management of Information Systems
 GPA 4.0, Dean's List

Continuing Education: Center for Creative Leadership (The Looking Glass Experience: Leadership in Action) | Certificate, Integrated Supply Chain Management (Massachusetts Institute of Technology, Center for Advanced Educational Services) | Master's Certificate—Project Management (George Washington University, School of Business and Public Management)

Certifications: ITIL Foundations Certification (APMG-International/UK Office of Government Commerce (OGC) | PMP® Certification (Project Management Institute, PMI) | IBM Certified Senior Project Manager | A+ Certification - The Computing Technology Industry Association (CompTIA) | Microsoft MCSE (Microsoft Corporation)

Organizations: Project Management Institute (PMI)

Kenneth's old resume was five pages long and very difficult to read because it was all technical jargon. We had a very intense session around the impact of his employment and how technology is leveraged to support business growth.

Rebranded his resume to showcase how he wields technology as part of business strategy and we further quantified the impact. He requested a creative design with purple shades and logo to convey his brand of inspiring others and ambition.