

## TRANSFORMATIONAL TECHNOLOGY LEADER

*Shapeshifting Businesses with Cutting-Edge Technologies, Top-Performing Teams, and Revolutionary Enterprise Strategies*

Visionary IT executive respected for bridging the gap between today's technology and tomorrow's innovations to ensure seamless organizational transitions. Known for keeping enterprises agile by readily adopting new technologies, recruiting adaptable talent, and developing high-impact strategies in real time. Impressive track record of surpassing ambitious business goals, controlling costs, and improving efficiencies while motivating cross-functional project teams to optimum performance. Consistent in providing deliverables on time and within budget.

Breakthroughs

Cut costs 85%, saving \$500K+, by automating labeling functions.

Slashed OPEX 48% in 3 years by restructuring IT organization.

Created solution that cost 84% less than competing software.

### LEADERSHIP SUCCESS

CHEESE COMPANY, Raleigh, NC

2009 to Present

*Founded in 1919, this \$375 million company sells cheese products through retailers, grocery chains, and e-commerce platforms.*

**Vice President of Technology, 2016 to Present**

**Direct Reports: 10 | Indirect Reports: 35 | P&L: \$20M | Reported to: Chief Information Officer**

Seamlessly direct the full lifecycle of complex technical projects, designing clear roadmaps and easy-to-follow plans that ensure flawless execution. Introduce best-practice programs and high-impact operating procedures. Spearhead web initiatives that maintain full PCI compliance while enhancing e-commerce, advertising, and extranet/intranet sites. Optimize capacity of 4 datacenters.

- **Reduced percentage of spending by 48% in just 3 years** while increasing IT project output through operations streamlining, strategic hiring decisions, staff performance enhancement, and outsourcing inconsequential tasks to external partners.
- **Achieved 99.998% system availability and garnered customer/associate feedback rating of "Awesome"** after implementing lean IT governance policies with greater focus on continuous improvement.
- **Unified/harmonized teams, processes, systems, and technologies within 100 days** of each business acquisition; employed proven integration processes to hit the ground running, improve collaboration, and leverage economies of scale.



### GAME-CHANGING CONCEPTS

**Slashed packaging revision expenses 85%, saving \$500K annually** while strengthening label compliance across all product lines. Worked with UPLYNX, who introduced new functionality for automated labeling systems, setting a new standard in barcode labeling for the food manufacturing industry. Project paid for itself after convincing UPLYNX to fund all development and future maintenance.

**Director of Technology, 2009 to 2016**

**Direct Reports: 5 | Indirect Reports: 16 | P&L: \$12M | Reported to: Vice President of Technology**

Optimized executive decision-making by designing real-time business intelligence (BI) systems. Held daily scrum meetings and ideation sessions. Kept stakeholders apprised of project statuses and collaborated with leadership across business units to align initiatives.

- **Developed solution that cost 84% less than competing software** and effectively supported 1,500% growth in retail sales over 5 years; built fully integrated retail trade promotion management system for only \$56,000.
- **Cut labor expenses in half** while enabling end-to-end lot tracking by deploying a fully integrated distribution and inventory management system. Eliminated 100% of product selection errors after inventing a new picking system.
- **Decreased repeat service calls by 1,275%** after initiating the Lean Perfect PC Program. Improved setup/configuration processes for new computers.
- **Introduced fully integrated pallet tracking system that saved 65% over the total cost of ownership (TCO).** System improved internal logistics and inventory accuracy.

## Director of Data Systems, Continued:



### EFFICIENT ENTERPRISE SYSTEMS

Selected and deployed enterprise resource planning (ERP) systems that simplified customer service, financial, payroll, purchasing, quality, manufacturing, inventory control, sales, distribution, data collection, and cloud integration functions for 350 users companywide.

- **Successfully steered ERP implementations valued up to \$2.5 million** while leading and motivating cross-functional project teams of 30-40 associates/consultants to peak performance levels.
- **Slashed operating expenses 17% and promoted data-driven decision making** by creating a standard cost system, and enabled operators to create bills, transactions, and shipping manifests through computers and mobile devices.
- **Increased 1st-pass work order completions 30%, decreased stock-outs 8%**, and significantly improved planning visibility by designing a discrete scheduling program with real-time production reporting.
- **Reduced email, intranet, and messaging costs 24%** by migrating functions to cloud environment. Ensured no disruptions while installing system enhancements by developing and following a precise ERP lifecycle program.
- **Maximized efficiency, profitability, datacenter capacity, and network features** as an early adopter of Wi-Fi, GDSN, GS1 standards, Windows server virtualization, ERP virtualization, paperless collaboration, and desktop virtualization.

TAX COMPANY, Raleigh, NC

2001 to 2009

Tax and accounting service with 8 locations in Raleigh, Charlotte, Greensboro, Winston-Salem, and Asheville.

### Senior Information Technology Manager

Direct Reports: 5 | P&L: \$3M | Reported to: Director of Information Technology

Introduced efficient operational strategies, leveraging leading-edge technologies. Used virtualization and electronic filing solutions to support rapid business growth. Streamlined computer systems while building a robust, reliable network across all locations. Secured data, network access, and backup systems. Recruited, trained, and coached a highly productive technology team.



### MOTIVATED TEAM BUILDING

Acknowledged for leading the only department to complete all assigned objectives and projects for 3 consecutive years. Championed culture shift by fostering accountability and encouraging multidisciplinary team to find creative and cost-effective solutions to all organizational challenges.

- **Saved \$15,000 and boosted technology project delivery consistency by 55%** after creating project management tools and standard software development life cycle (SDLC) processes. Increased automated testing coverage by 60%+.
- **Founded IT Steering and Business Innovation Team**, which developed internal business leaders who evangelized/delivered innovative solutions across the enterprise while mentoring junior experts to succeed them.
- **Frequently elevated top-performers while achieving 0% voluntary turnover**, and earned fast-track promotion from initial Information Technology Manager position within 6 months of hire.

### EDUCATION

NORTH CAROLINA STATE UNIVERSITY, Raleigh, NC  
**Master of Business Administration (MBA)**  
**Bachelor of Arts (BA) in Computer Science**

### CERTIFICATIONS

**Certified Information Security Manager (CISM)** – ISACA, License 1631837  
**Strategic Leadership Certification** – Systems Management Association  
**Advanced Communicator Bronze** – Toastmasters International

### BOARDS & AFFILIATIONS

Board Member, Systems Management Association (2013 to Present); President, Toastmasters, Raleigh Chapter (2015 to Present)  
Past volunteer for Habitat for Humanity, Salvation Army, and Muscular Dystrophy Association.

## **Résumé Strategy**

The very clear theme of this resume is “Transformational IT Executive.” I tried to emphasize that point throughout all areas of the document, including the graphics that changed colors and moved throughout the space.

The background image for all of the banners, stylized text boxes, and charts is a digital vector blown up to a large size and then recolored in various blue and purple shades. I wanted to give a visual sense of constant movement and change, however the digital background image took on a marble-like quality, lending unexpected gravitas and weight to the presentation.

I shortened the job description paragraphs in order to bring more focus on achievements and leadership scopes. In addition, I placed all of the scope of leadership details in separate stylized text boxes and moved them up next to the job titles.

### ***Throughout the job descriptions, I repeated 3 major themes:***

1. The operational improvements that were driven by his system designs.
2. The business transformations that were made possible by early adoption of cutting-edge technologies.
3. The top-performing teams that were developed by his motivational skills.