

MARK TURNER

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INFORMATION TECHNOLOGY LEADER

Spearheading Strategies and Harnessing Technologies
to Align Business Needs and Raise Organizational Performance

Business-Centric IT Leadership ►► Technology Innovation ►► ROI-Focused Projects ►► Business & IT Transformation

Visionary technical leader, offering diverse accomplishments and experience in information technology across various industries. Reputation for transcending business needs, building stronger teams, and optimizing capabilities. Gifted at bridging the gap between business and technology to realize essential integration.

LEADERSHIP PROFICIENCIES

Infrastructure Management ~ Technology Optimization ~ Cost-Saving Initiatives ~ Revenue Growth ~ Emerging Technologies ~ Vendor Relations & Negotiations ~ IT Security & Compliance ~ Strategic Roadmaps ~ Enterprise Integration ~ Budgeting & Cost Control ~ Operational Efficiency ~ Staff Leadership ~ Change Management

CAREER HIGHLIGHTS:

- **Positively challenged executive management** to gain greater insight and appreciation for IT. Executed 5-year rolling strategy, restructured department, and expanded staff 60%.
- **Elevated operational performance** through technology upgrades which reduced data center size 50%, boosted virtualization 40%, improved network capacity 10X, and achieved 130% ROI over 3 years.
- **Produced substantial increase in IT security.** Safeguarded assets, secured corporate buy-in, and increased compliance with 3-year, \$4.5M IT security strategy.
- **Developed strategies that transformed several corporate cultures.** Led system consolidation of \$18B multi-energy group. Presented with leadership award for outstanding achievement.

"Mark has a deep understanding of IT processes, systems, and solutions and is very effective at leading teams of people to deliver them.

– President, BizTech Ltd.

CAREER CHRONOLOGY and ACHIEVEMENTS

BizTech Ltd. – Dallas, TX | 2009 – Present

DIRECTOR of INFORMATION TECHNOLOGY

Tasked with transforming IT into a strategic business partner, collaborating closely with CFO and executive management. Promote technology utilization and efficiency and introduce roadmaps, governance standards, and best practices. Direct a team of 50 to ensure goal attainment across 85 operating locations. Drive \$14M budget execution for infrastructure, security, enterprise systems, and IT support.

DIRECTOR of INFORMATION TECHNOLOGY continued...

Aligned IT with Business. Utilized strategic roadmaps to prioritize, align, and integrate information technology throughout the business, strengthening the quality and efficiency of IT services.

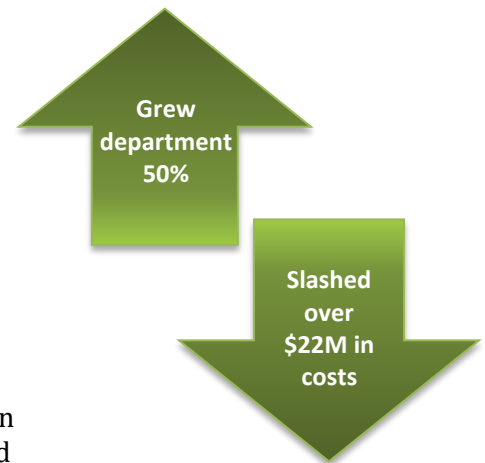
- Employed defined programs for infrastructure, enterprise systems, system integration, and operational support to escalate department growth **50% over 5 years.**
- Implemented best practices and executed first 5-year strategic plan. Turned around morale and raised labor efficiencies **66%** in just 2 years.

Enhanced Security. Constructed security team and instituted IT security best practices and initiatives that drastically reduced corporate risk.

- Achieved Sarbanes-Oxley Act (SOX) and Dallas Privacy Act compliance for the first time.
- Designed strategy to move **85 locations** off legacy data network. Upgraded infrastructure and built disaster recovery site to improve reliability, security, and redundancy with **98% uptime.**

Upgraded Technologies / Reduced Costs. Championed multiple technology upgrades, improvements, and sustainability strategies to better support business needs and lower costs.

- Secured **\$3M** in funding to successfully upgrade Oracle E-Business Suite ERP, generating **\$600K** in labor savings.
- Implemented new inventory and forecasting system that produced 15% cost-savings, **25%** higher sales, and **\$4M** reduction in inventory.
- Initiated expansion of time management software to optimize labor scheduling which shrank costs **\$20M** in 1 year.
- Rationalized and streamlined fees and contracts, saving **\$2.5M** in IT hardware and software licensing fees and **\$850K** in combined annual licensing maintenance costs.



Big Watt Inc. – Dallas, TX | 2006 – 2008

IT MANAGER, Western Division

Charged with strategic IT leadership of 70 locations across the Midwest. Together with executive management, aligned IT with business strategy and raised quality of infrastructure, security, and application solutions. Assembled and directed high-performance project team of 25 to execute SAP implementation. Managed \$12M operational and capital IT budget.


Improved Infrastructure. Directed implementation of highly integrated SAP system for multiple business units which significantly enhanced reporting, increased operational efficiency, and eliminated manual processes.

- Strategically shifted all operations to standardized network architecture, hardware, and design, reducing service costs **30%**. Realized ROI in 1 year.
- Conceived and executed SAP sustainment strategy. Recruited and trained **team of 25** to support SAP functionality and build continuous system enhancements.

IT MANAGER continued...

Spearheaded Initiatives. Strengthened business relationships and identified opportunities that improved profitability, competitive advantage, and ROI.

- Automated tasks, removed duplications, and streamlined field operations **40%**, delivering mobile web-based application for environmental services operations.
- Reduced travel and telecommunication costs **\$150K** annually. Implemented unified communications strategy, employing use of VOIP and conference calls.
- Represented Western Division during several acquisitions. Integrated newly acquired companies to realize synergies with systems and infrastructures, generating more than **\$700K** in savings.



Spirex Inc. – Dallas, TX | 1997 – 2006

CORPORATE IT TEAM LEAD, 2003 – 2006 | TEAM LEAD, CORPORATE INFORMATION SYSTEMS, 1998 – 2003 | SENIOR INTERNAL AUDITOR, 1997 – 1998

Selected while serving in auditor role to develop and implement enterprise application strategy for corporate information systems. Managed a team of 34 and \$7M budget.

Promoted to provide leadership strategy to sustain new JD Edwards applications. Directed a team of 21 and worked closely with senior business leaders to establish project priorities, deliver solutions, and support business objectives. Led consolidation of systems and processes after \$18B merger. Oversaw \$10M budget.


Drove IT Solutions. Charged with leading business process re-engineering and associated change management initiatives during challenging data integration.

- Reduced capital expenditure process and raised labour efficiencies **40%** through enhanced budgeting decisions and web-based application deployment.
- Decreased third-party vendor support for JD Edwards **60%**, saving more than **\$1M** in 2 years.
- Raised staff satisfaction **30%** and customer satisfaction **63%**. Restructured corporate applications team and instituted required IT best practices.
- Decreased preparation time **45%**, achieved **130%** ROI over 3 years, implementing an enterprise reporting application to streamline budgeting process.
- Secured over **\$3M** in recoverable revenue. Initiated business intelligence tool to mine data and identify costly errors.

“Mark turned around our IT operations and generated long-term value with true cost-saving impacts.”

– CEO, Spirex Inc.

EDUCATION and PROFESSIONAL DEVELOPMENT



- Oracle Database Certificate – Local College, Texas
- CAPPA Certificate – Local College, Texas
- Computer Science Degree – Texas State University, Texas

Strategy

Mark is known for his positive IT impacts. Specifically, he comes up with strategies in alignment with business needs and leverages technologies to enhance business performance. Presenting this value proposition at the start of the resume sets the stage for the examples to come.

Primed to excel in another IT leadership position, Mark wanted a resume that caught the reader's attention and demonstrated his positive impacts and career progression – so the arrow theme was born. Applied in a bold green color, the arrows are used to represent transition, achievements, and advancement while guiding the reader's eye through Mark's story.

To support Mark's success, the document is peppered with a wealth of dollar figures, percentages, and timelines throughout. Testimonial boxes and 'break-out arrows' highlight stand-out results and expertise.

Functional skill sections help break out impressive contributions within roles, while highlighting a good assortment of appropriate IT and leadership terminology and keywords.

Work history is strategically presented over 3 pages for easier readability and appropriate content inclusion.