

AUDREY MOORE

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CHIEF INFORMATION OFFICER

Global Enterprise Technology Strategy | Digital Transformation | \$8M+ Revenue Growth | \$300M+ Cost Savings
\$9B Business Unit Deployment | 500+ Projects – Driving \$3B of Revenue | \$800M+ Transformation Portfolio

Fueling rapid business growth and competitive advantage with large-scale, transformational technology solutions

Executive leader with a history of success driving innovation, reducing costs, and mitigating risk for Fortune 500 companies. Expert in aligning business goals and IT strategy while serving as a strategic advisor to C-Suite professionals. Forward-thinking innovator credited with keeping organizations agile by introducing disruptive technologies, guiding strategic decision-making, and steering cross-functional collaboration. Dynamic reputation for building collaborative, globally matrixed teams at scale.

KEY STRENGTHS

- ✓ Leading Change Management
- ✓ Accelerating Revenue Growth
- ✓ Promoting Stakeholder Engagement
- ✓ Creating Automation Solutions
- ✓ Cultivating Relationships
- ✓ Adopting Disruptive Technologies
- ✓ Managing Large-Scale Projects
- ✓ Implementing Solutions
- ✓ Building High-Performing Teams

CAREER HIGHLIGHTS

- **Revenue Growth** ⇒ Generated \$60M in revenue across ABC Company by incubating a public cloud offering.
- **IT Transformation** ⇒ Propelled business growth by developing and deploying an operating model for \$9B business unit.
- **Executive Leadership** ⇒ Led globally dispersed matrixed teams and aligned C-Suite leaders across organizations.

PROFESSIONAL EXPERIENCE

ABC Company ▪ Houston, TX
Chief Information Officer

2017 – Present

Brought on to drive success of technology strategy and initiatives. Enabled rapid change across organization by adopting cloud, transitioning to low code/no code development, and implementing use of data science and analytics.

KEY CONTRIBUTIONS

- **Automated 100+ manual processes and drove differentiation** across company by creating transformation agenda.
- **Delivered \$300M in annual savings** via strategic migration of SAP implementation to modern cloud-centric solution.
- **Accelerated enterprise-wide digital transformation**, driving drastic reduction of technical debt in infrastructure for voice, desktop, and WAN.
- **Yielded \$450K+ in savings and successfully reshaped business of IT** by identifying, integrating, and introducing emerging information technologies.

DEF Company ▪ Houston, TX
Vice President of Digital Transformation (2014 – 2017)

2013 – 2017

Promoted to steer digital transformation for global enterprise customers across big data and analytics, enterprise applications, workplace, and cloud and platform services.

KEY CONTRIBUTIONS

- **Unlocked business value** by leading \$300M transformation portfolio with less than 3% variance to plan of record.
- **Slashed fixed expenses by \$500M+** by executing supply chain negotiations and partner-led solutions.
- **Secured \$75M in savings** through deployment of automation solutions – introduced robotics process automation at scale program management.
- **Realized \$2.8M in direct savings** by leading efforts to design and implement cloud-based data lake and analytics platform – received “Innovator of the Year” award for efforts.
- **Successfully delivered 5,000 projects** – resulted in \$7B increase of add-on revenue.

Continued...

DEF Company (Cont.)

Director of Technology Solutions (2013 – 2014)

Tapped to direct development and implementation of technology solution for global enterprise customers in cloud and platform services. Championed development of new offerings and empowered cross-functional teams to success.

KEY CONTRIBUTIONS

- **Generated \$56M** through implementation of cost savings initiative that addressed targeted opportunities with software, hardware, hosting, and managed services.
- **Captured \$15M in cost reduction** by leading substantial shift to cloud; changes led to decrease in systems provisioning time from 5 months to hours.
- **Scaled up to 100+ FTEs** by establishing offshore engineering center– minimized reliance on outsourcing vendors and reduced costs while growing engineering capacity and capability.
- **Enabled new style of consumption-based IT** by championing successful transformation of traditional network into management of traffic flow.

GHI Company ▪ Houston, TX

2005 – 2013

Director of IT Operations and Support

Oversaw multiple key functions within IT department that enabled delivery of high-quality service to end users. Led development and promotion of technological direction of company, as well as development of strategic IT plan.

KEY CONTRIBUTIONS

- **Significantly reduced first-touch resolution time from 60 minutes to 30 seconds** through creation of custom help widget linked to customer support.
- **Cut management documentation by 90% and saved \$430K in annual downtime costs** by building custom incident management tool.
- **Reduced average outage time by 31%** through instituting new incident management and change control processes.
- **Measured and benchmarked operational baseline** focused on delivering improvements across operational domains through universally understood series of comprehensive indicators with creation of a suite of KPIs.

BOARD EXPERIENCE

JKL Company ▪ Houston, TX

2010 – 2017

Board Member, Chairman Technology Sub-Committee

Served as Board Member for LMN Organization – community development corporation working in partnership with residents, businesses, and government institutions with commitment to developing and sustaining stable, healthy, and diverse communities throughout the city of Houston, Texas.

EDUCATION

M.S., Information Technology Management | XYZ University – Houston, TX

M.B.A., International Business | XYZ University – Houston, TX

B.S., Information Technology | ZYX University – Dallas, TX

CERTIFICATIONS

Executive Certification in Technology Strategy and Innovation

Executive Certification in Leadership and Management

TECHNICAL PROFICIENCIES

TCP/IP ITIL | UI/UX | Cisco/Zoom/Vidvo, MS Teams | Routing/Switching | E-Commerce
Active Directory | Cloud Computing | Cyber Security | SaaS, PaaS, IaaS/Cloud Services
Waterfall, Agile, Scrum, Jira | VMware | Mobile Technology Platforms | Web Development
Azure, AWS, Google | Office 365 | Network Storage | Wi-Fi Architecture | Integration and

RESUME STRATEGY

As a pioneer in the Tech Industry, Audrey was looking for a resume that would help her take her career to the next level. In her words. She was looking to transform her resume into one that would get the eyes of an Executive Recruiter or Head Hunter. Her goal was to have a resume that would capture her years of experience, achievements, and strengths.

When creating her document, it was important for me to not only highlight the pivotal moments of her career but to also tell a story about the impact that she made in the Tech Industry.

I included a Career Highlights section that would allow a person to immediately narrow in on the results she has delivered and the value could bring to an Executive-Level role.

One of the visually appealing elements that I used in this classic-style resume was a “pop” of color with orange accents throughout the document.