

Professional Summary

Leadership: Senior information technology leader with more than twenty years of in-depth business and technical experience. Led IT infrastructure, application development and enterprise application teams - a business person first and a technologist second. Resourceful and driven to deliver systems & services that meets or exceeds the business goals of the enterprise. Proven ability to recruit and motivate teams to perform at high levels toward common goals – leading organizations from a few employees to 100 employees with budget responsibilities in excess of \$20MM annually.

Business & Technical Leadership: Served as Vice President, Director, and Manager of IT for several companies. In these roles responsible for all or part of the IT organization, including infrastructure, enterprise applications, application development, data center operations, help desk, technical support, LAN, WAN, VPN, VoIP, video conferencing, telecommunications, DBA, desktop support, network support, vendor negotiations, P&L, strategic planning, project management, development of highly effective teams, and executive relationship management.

Industry Experience: Manufacturing – plant-floor experience, Distribution, High-Technology, CPG, Automotive, Telecommunications/Network, Payroll/Human Resources, Packaged Software, Government, and Higher Education.

Software Experience: Demonstrated ability to lead the development and implementation of major software product offerings including: business case/ROI analysis, requirements, analysis, design, development, quality assurance, deployment and 24X7 operations support. Led project teams ranging from legacy main-frame based systems to web portal teams. Technologies utilized: Java, WebSphere, J2EE, VB, VFP, C++, COBOL, Unix, Solaris, Windows 2003/XP, CICS, JCL, TSO, DB II, Oracle, SQL.

Business Results: Strong track record of improving IT services while reducing overall cost. Created a six step operational excellence methodology used by organizations to continuously improve operations. Its innovative approach works with the various internal/external business partners to: 1) truly understand their business needs; 2) construct a gap analysis and develop a vision of where the operation needs to be; 3) establish a governance board for approval/buyoff on all IT projects to ensure business alignment; 4) produce action/project plans to alleviate/improve the “problem areas”; 5) institute a robust set of metrics readily displayed confirming operational excellence against world class benchmarks; and 6) ensure the organization is executing to plan.

Project Management: In-depth experience in building and re-engineering Project Management Offices to ensure that all IT projects are aligned with the goals and objectives of the enterprise.

Turn-Around Specialist: Recognized as a turn-around specialist and led multiple turn-around initiatives to improve: customer satisfaction, financial performance and operational performance.

Enterprise Application Experience: Skilled in Manufacturing information systems (vision systems, radio frequency identification, bar coding and large warehousing applications), ERP (SAP, J.D. Edwards, PeopleSoft, Oracle), CRM (Siebel, In-House, Salesforce.com), and Supply Chain (Manugistics and I2), Cognos, Informatica, Crystal Reports, Remedy.

Customer Service: Consistently delivers high service levels driving increased customer satisfaction. Possess a passion to improve customer satisfaction and have moved customer satisfaction from woe to WOW levels for several companies.

Outsourcing: Extensive experience as a provider of outsourcing services, as the receiver of outsourcing services, and running in-house IT operations. Experience includes on-shore, near-shore and off-shore support models.

Professional Experience

Batesville Casket Corporation – Batesville IN.

5/2004 - Present

Director – IT Systems & Support – Direct report to the CIO and responsible for ensuring IT service delivery excellence to Batesville Casket which has \$700MM in annual revenue. Responsibilities include leading twenty software development professionals delivering:

- Shared Services to Hillenbrand Inc and Batesville Casket
- Enterprise-wide ERP system (Oracle 8.10) support.
- Enterprise-wide support of Service Desk, Deskside support and Intel system Administration
- Enterprise-wide data base administration support
- Support of all Business Intelligence and Data Warehousing (Cognos & Informatica).
- Development/Deployment of a Project Management Office to ensure all projects are aligned with the corporation to deliver value that is on-time and on-budget.
- Executive oversight of outsourced infrastructure services to a tier one outsourcing services provider
- Implementing the Information Technology Infrastructure Library (ITIL) framework at the Batesville Casket Company. Rollout of ITSM to ensure service level attainment from three separate IT service organizations (in-house development and support, corporate shared services, and outsourced services – IBM).
- Reduced annual operating expenses by \$1MM by redesigning the data network which provides better up-time while reducing the overall cost significantly, as well as other IT expense reduction initiatives.
- Led the insourcing of the service desk (5,000 calls/month), deskside services (5,500 desktops), and Intel systems (100 systems).
- Leading the effort to disentangle a datacenter shared by two publicly traded companies. This effort includes recommendations on a new data center build out; new infrastructure hardware including servers, switches, firewalls, SAN, UPS, LAN, PBX, generator, and HVAC systems. In addition, recommending a support structure which will review insourcing versus outsourcing options.

3Com Corporation – Fishers IN. / Santa Clara, CA.

11/2002 – 4/2004

Outsourcing Executive (Senior Director – IT) – Responsible for the IT infrastructure for 3Com.

Responsibilities include management oversight of 3Com's data center, SAN, NAS, call center, desktop services, LAN/WAN, telecommunications, budget, process re-engineering, operational performance reporting, vendor negotiations, and database administration. Total accountability for outsourced IT services provided by EDS to 3Com. Significantly reduced operating costs in excess of 25% in eight months by spearheading an application & server rationalization project and a voice/data services consolidation project.

Successful Outsourcing Solutions - Pleasanton, CA

5/2002 – 11/2002

3Com Corporation – Santa Clara, CA. (8/2002 – 11/2002)

Consultant – Provide outsourcing consultative services in the transition from in-house provided IT services to a tier-one outsourcing services provider. This position led to the full-time position with 3Com.

Swans – Fremont, CA. (5/2002 – 8/2002)

Consultant – Developed an offshore software development strategy and implementation plan for the CTO.

ADP/ProBusiness Services Inc. - Pleasanton, CA

6/2000 – 5/2002

Vice President – Information Systems – Reported to the CIO and served as a member of ProBusiness' Executive Council with direct responsibility for all aspects of application development and support of the company's major software product offerings: Payroll, Tax, Web and Billing. In addition, responsible for ProBusiness' CRM and Knowledge Management Systems using world-class products from Siebel and FileNet Corporation.

- Brought in specifically to turn around a poor performing software development organization of approximately 100 employees with eight direct reports comprised of directors, senior managers and managers in multiple locations. Accomplished the following within 120 days:
 - ✓ Rolled out a comprehensive project management methodology and communication process, which led to the development of a program management office. This greatly improved the confidence and reliability of the project planning process. Projects came in on-time and on-budget.
 - ✓ Transformed a team suffering from huge morale problems into a highly productive team.
 - ✓ Customer satisfaction levels increased significantly. Initiated an internal cross-functional steering team that prioritized all projects and focused on what was important for the company. Reengineered the entire prioritization, escalation and communication processes.
 - ✓ Reorganized the team to allow for cross-training and to eliminate single points of failure.
- Oversaw the development, deployment and on-going support (24X7) of the company's internal and client facing revenue generating software product offerings. The products were developed in Java, C++, VB, VFP, SQL, WebSphere, and Oracle. Rolled out a software development life cycle for ProBusiness.
- Led the initiative to rollout the Support Center Practices (SCP) certification at ProBusiness. SCP is comprised of over 100 measurable service-factor elements that are related to 11 major support center criteria. SCP provides a roadmap of "best practices" that can be used to run an optimally effective technical support organization.
- Proposed and led the development of an Offshore Development Center (ODC). Led the vendor selection, contract negotiation, planning, and oversight of the ODC in India.

Electronic Data Systems (EDS)

8/1985 – 6/2000

EDS/Del Monte Foods – San Francisco, CA.

Client Delivery Executive (Senior IT Director) - Led a team of 80 people responsible for delivering all aspects of IT support and services including application development, desktop, help desk, data center (NT, S/370, AS/400 compute platform's), network, database, email, internet, intranet, web applications, budgeting IT resources, business and financial applications, as well as day to day user support for a \$1.5 billion company. Total IT delivery oversight for all aspects of the 10-year, \$160 million Information Technology outsourcing agreement. Assisted in the feasibility assessment of an ERP, Supply-Chain, and CRM solution. This led to the implementation and migration from a mainframe legacy system to a client-server ERP/Supply-Chain/CRM solution.

EDS/Wyse Technologies – San Jose, CA.

Client Delivery Executive (Senior IT Director) - Responsibilities include: delivering total IT services including: Oracle Financials and database support, Engineering services, help desk, network, telecommunications, VPN, UNIX and NT administration, data center, internet, intranet, email, and desktop support. Acted as the CIO for Wyse Technologies reporting to the CFO. Exceeded all business and financial goals. Improved customer satisfaction by 46%. Successfully implemented a major Oracle ERP upgrade.

EDS/General Motors (GM) Castings Facility- Defiance, OH.

Client Delivery Executive (IT Director) - Responsibilities include: relationship management with plant executives of the largest iron producer in the United States, provide value based manufacturing solutions to the plant, provide total information technology needs for a \$1B company. Directly responsible for delivering the following services: desktop support, common office environment, data center, network, telecom, engineering services, CAD/CAM support, email, time & attendance system support, UNIX and SQL database support.

EDS/GM Manufacturing/Engineering - Dayton, OH.

IT Director - Led the EDS/GM Moraine Engine Account located in Dayton and the EDS/GM Powertrain Divisional Manufacturing/Engineering account located in Pontiac, Michigan. The engine plant produces diesel engines for GM and non-GM customers. Divisional Manufacturing/Engineering manages all new and major programs for 26 manufacturing sites as well as setting direction for information technology solutions for the manufacturing sites. Responsible for all aspects of IT service delivery, including desktop, data center, network, application development, telecommunications, and NT server administration. Set information technology direction for 26 manufacturing sites. Lead role in developing a 5-year strategic information technology plan.

EDS/GM Delphi Chassis - Dayton, OH.

IT Director - Focused on project delivery and customer satisfaction for the GM Delphi Chassis Division Brake Plant. Responsible for IT service delivery, including desktop, application development for manufacturing applications, network, telecommunications, and NT server administration.

EDS/Ohio Regional Support Center - Dayton, OH.

Software Development Manager - Managed a team of 25 engineers supporting Computer Integrated Manufacturing (CIM) in Dayton and Warren Ohio. Coordinated the deployment of a distributed numerical control solution through out many General Motors manufacturing sites. Achieved Software Engineering Institute's Capability Maturity Model level 2 certification.

EDS/IBM - Boca Raton, FL.

Product Manager - Managed the software development and marketing of an IBM/EDS jointly developed software package - Distributed Manufacturing Support System. Assisted IBM in the development of their OS/2 Operating System product offering. Responsibilities include software development in 'C', project management, product plan development, and P&L management.

EDS/GM - Delco Electronics - Kokomo, IN.

Project Manager - Led a customer service and software development team supporting the client's semiconductor development area. The team implemented Consilium corporations manufacturing execution system - Workstream. The 10-person team provided operations, database, and application support to the client.

Department of Defense, Univ. of North Fla., Advanced Resource Systems 2/1980 – 8/1985

Programmer - Developed inventory, manufacturing and database applications in COBOL and BASIC.

Education

Master of Business Administration, Indiana Wesleyan University, 1988

Graduate of the Electronic Data Systems-Systems Engineering Development Program, 1986

Bachelor of Technology - Computer Information Systems, University of North Florida, 1984