Professional Summary

Transformational IT leader with 27+ years of experience driving technology innovation in Retail, leveraging Analytics, CRM, and ERP to enhance customer experience, optimize operations, and foster business growth. Proven track record of successfully leading cross-functional teams and implementing strategic initiatives that propel organizational success.

Professional Experience

Chief Information Officer (CIO) - IT09

Inazuma.co | January 2018 - Present

Director of IT - Retail Solutions

RetailTech Inc. | June 2015 - December 2017

Key Achievements:

- Developed and implemented a CRM system, resulting in a 25% increase in customer retention.
- Led the integration of JDA software for inventory management, reducing stockouts by 30%.

Responsibilities:

- Managed a team of IT professionals in developing retail technology solutions.
- Collaborated with business stakeholders to identify and prioritize IT projects.

Senior Manager - E-commerce Development

EcomSolutions Ltd. | March 2012 - May 2015

Key Achievements:

- Designed and launched an e-commerce platform, achieving $1 million in sales within the first quarter.
- Improved website loading speed by 40% through optimization techniques.

Responsibilities:

- Oversaw the development and maintenance of e-commerce platforms.
- Conducted competitive analysis to inform e-commerce strategy.

IT Manager

StartUp Retail Co. | January 2008 - February 2012

Key Achievements:

- Implemented an ERP system, reducing operational costs by 20%.

- Developed and trained staff on new inventory management processes.

Responsibilities:

- Managed IT operations for a startup retail company.

- Coordinated with external vendors for IT services.

IT Coordinator

Retail Corporation | June 2005 - December 2007

Key Achievements:

- Assisted in the rollout of a new POS system across 50 retail locations.

- Provided technical support for in-store IT issues.

Responsibilities:

- Supported the IT team in various retail technology projects.

- Maintained documentation of IT procedures and guidelines.

Education

Master of Science in Information Technology
Stanford University | 2005

Relevant Coursework:

- Advanced Database Systems

- Software Engineering

- IT Project Management

Technical Skills

Management & Strategy:

- Management

- Business Development

- Strategy

- Business Process

Retail & E-commerce:

- Retail

- E-commerce
- Multi-channel Retailing
- Inventory Management

IT & Software:
- ERP (Enterprise Resource Planning)
- JDA
- CRM
- Project Management
- Operations Management

Soft Skills:
- Team Management
- Training
- Competitive Analysis
- Forecasting
- Sales