

Gregory S. Johnston

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Chief Information Officer / Chief Technology Officer

Innovative executive IT leader, organizational & technology change agent with over 25 years of experience crafting IT vision and strategy to drive operational improvements through creative technical solutions and personnel leadership. Tenacious problem solver with line of sight focus on customer experience.

Demonstrated excellence spearheading strategic business analysis while cultivating positive relationships with key stakeholders and client representatives in domestic and international venues; exemplary communication and negotiation skills. Extensive software architecture and development, data center / infrastructure and business intelligence / data analytics experience; strong program and project management capability. Robust vision development and strategic evaluation skillset; deep knowledge of emerging technology and innovation programs.

Highlights of Expertise

Innovation & Emerging Technology	Bimodal IT / Digital Transformation	Enterprise Change Initiatives
Strategic Operational Planning	Information Security Policy / Operations	Cloud Strategy & Operations
Developing Organizational Talent	Increased Business Value w/Technology	IT Infrastructure & Operations
Complex IT Service Implementations	Human Capital / Workforce Optimization	Business Continuity Planning
Business Relationship Management	Strategic Service Provider Partnerships	Budgeting / Financial Control

Career Experience

Federal Reserve Bank of Atlanta, Atlanta, Georgia

Sixth district representative for the Central Bank of the United States encompassing Georgia, Florida, Alabama, and portions of Louisiana, Mississippi, and Tennessee.

VICE PRESIDENT OF INFORMATION TECHNOLOGY / CHIEF TECHNOLOGY OFFICER (2015 to Present)

Oversee all aspects of information technology; champion vision / strategy, application architecture, development, information management, data center, network, budgeting and financial control. Coordinate IT procurement, PMO and business relationship management functions. Led creation of R&D / innovation program and introduction of emerging technology to deliver increased value and improved organizational agility across the organization.

- Directed 100+ employees and simultaneously managed key executive relationships across sixth district and at the highest levels of the Federal Reserve System.
- Transformed discordant development teams into cohesive product and service delivery group; generated bi-modal IT operating model and coordinated delivery of IT services to exceed widespread business needs.
- Enacted enterprise innovation program and conducted proof of concepts; identified and authorized seven emerging technology initiatives for development into production services.
- Spearheaded implementation of vital anti-money laundering (AML) application; launched application and significantly improved banks operational ability to combat fraud and financial crime.
- Secured substantial bank savings through extensive application portfolio rationalization; reduced portfolio by more than 20%; drove cloud adoption strategy institutionalizing a "cloud-first" mindset across the bank.
- Migrated IT leadership team focus to product / service creation business; augmented emphasis on budget / spend stewardship and compound annual growth rate (CAGR); reduced application development standard rate used for chargebacks by 10% over three years.
- Frequent keynote speaker on advanced / emerging technology, FinTech and technology trends.

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Gartner, Dallas, Texas

Fortune 700 information technology research and advisory company.

PARTNER, INFRASTRUCTURE & OPERATIONS / HUMAN CAPITAL MANAGEMENT (2013 to 2015)

Trusted advisor to senior IT leaders and C-level executives from multi-national Fortune 2000 organizations and government agencies. Liaised with clients and determined individualized priorities; guided key information technology projects and generated strategies targeted toward improvement of operational rigor and implementation of IT workforce planning initiatives. Directed and provided guidance regarding data center construction / consolidation, infrastructure improvements, and a variety of IT operations initiatives; facilitated vendor management, cloud adoption, and digital business transformations.

- Secured over \$1M reduction in IT spend through collaboration with nationwide transportation and logistics organization; determined strategy and protocol targeting adoption of hyper-converged infrastructure.
- Re-architected organizational structure of university client's IT operations; consolidated five IT support groups across the campus realizing a 25% reduction in mean time to repair (MTTR).
- Adapted DR / BCP strategy for Fortune 150 financial services client; allowed client to circumvent \$320M in capital expenditures through altered approach to construction of a third data center.
- Aided a top financial services organization with developing a bimodal IT / digital business transformation strategy including initiative roadmap; blueprint greatly improved IT organizational alignment to the business, innovation speed and agility and subsequently time to market / differentiation in the market place.
- Revitalized operations support group and basis operations for global consumer packaged goods (CPG) manufacturer; streamlined change management processes and standardized five most critical operational activities to improve unplanned downtime, MTTR, and defect escape metrics.
- Authored DevOps best practices guide for a Fortune 50 global products and services client; increased IT service delivery agility and coordinated development cycles across departments.

Microsoft, Redmond, Washington

Fortune 30 global provider of desktop and online software applications, services and devices.

PRINCIPAL IT / OPERATIONS PROGRAM MANAGER (2012 to 2013)

Facilitated global networking services for several key business units in the Online Services Division representing over \$7B in annual revenue; Bing search, advertising, maps / mobile, and MSN. Ensured services delivered always aligned to customer expectations via rigorous business engagement and service management methodologies. Cultivated mutually beneficial and effective partnerships with customers; established trusted advisor and advocate relationships while minimizing risk in deliverance of business priorities. Oversaw cross-functional initiatives on a global scale for large and complex network; directed deployments, decommissions, data center builds, seasonal readiness, and ITIL process improvement initiatives.

- Guided upgrade of more than 250 globally located network devices throughout a three-month period with a lifecycle management maintenance program; delivered project with absolutely zero downtime and no adverse customer impact.
- Migrated 50+ critical network devices to new infrastructure footprint; remedied security vulnerabilities in agreement with payment card industry data security standard (PCI) audit findings and managed decommission of obsolete equipment.
- Directed replacement of 35 load balancers located globally and supervised technical refresh program; aligned maintenance activities with business units / international operations teams and minimized customer impact.
- Reinvigorated monitoring solution for shared network infrastructure in conjunction with premiere Microsoft partner; improved operational visibility for over 22 global data centers through updated packet loss statistics.

Intuit, Plano, Texas

Fortune 600 small business, tax, payroll and accounting software company.

GROUP MANAGER OF ENTERPRISE APPLICATIONS

(2003 to 2012)

Superintended support and operations activities in 24x7 environment; supported highly customized Siebel CRM / PeopleSoft HRMS platforms and infrastructure serving over 7K worldwide users.

Coordinated enterprise contact center applications; improved relationships with senior leadership and operational staff of organization business units. Aided enterprise-wide technology initiatives and core corporate systems.

ADDITIONAL EXPERIENCE

National Operations Manager ▪ European Aeronautic Defense and Space Company, North American Telecom Division (Formerly Intecom), Dallas, Texas

Senior Applications Architect ▪ Siemens Advanced Customer Solutions, Dallas, Texas

Director, Professional Services ▪ Genesys Telecom Labs (An Alcatel-Lucent Company), San Francisco, California

AVP, National Telecom Manager ▪ Household Credit Services, Salinas, California

Education & Credentials

Southern Methodist University, Cox School of Business, Dallas, Texas

MASTER OF BUSINESS ADMINISTRATION

Seneca College, North York, Ontario, Canada

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

Professional Development: Leadership Development Program, Center for Creative Leadership; Information Technology Infrastructure Library (ITIL), V3 Certified; Project Management Professional (PMP), Certified by the Project Management Institute (PMI)

Affiliations: World Affairs Council Member, Technology Association of Georgia (TAG) Member

Languages: English (Fluent), Spanish (Advanced), French (Basic), Russian (Basic)