

TECHNOLOGY EXECUTIVE

Dynamic and competitive leader equipped with vision. Possessing an extensive track record of leadership and proven results. Known as a pioneer of innovation who leverages a wealth of expertise to influence operational performances, while maximizing productivity, excellent organizational skills, and maintaining safety standards. Demonstrates strong analytical skills and is successful in leading and developing high performing teams for complex organizations.

SKILLS

- *Executive Leadership*
- *Strategic Planning*
- *Business Strategy*
- *Change management*
- *Portfolio Management*
- *KPI development*
- *Performance Management*
- *Software Engineering (SDLC)*
- *Strategic Risk Management*
- *Collaborative style*
- *Strategic Investments*
- *Operations Management*

PROFESSIONAL EXPERIENCE

GENERAL MOTORS – AUSTIN, TX

2012–Present

“GM is an American multinational corporation producing over 9,600,000 vehicles a year.”

IT EXECUTIVE DIRECTOR

Leader of the development and deployment efforts for a full SAP supply chain suite implementation, supporting a multi-million-dollar benefit to GM's revenue. Leader of Machine Learning Strategy implementations in addition to various application technologies and off the shelf products. Served to identify needs and implemented the right structure to enable an accelerated delivery of the solution to recognize revenue ASAP. Enabled global visibility of service parts and support.

- *Mobile Applications*
- *Transformation Strategies*
- *Global Visibility Tools*
- *Agile Processes*
- *Team Development*
- *Multi-year strategies*
- Direct contributions to organization providing 50% of GM's cash flow and 22% of its total EBIT
- Development of strategic 3-5-year plans with business, IT and partners.
- Drive development of the portfolio for the CCA organization driving 300-500 million in benefits to the business.
- Built strategy to mitigate technical debt and security vulnerabilities.
- Responsible for all Global supply chain, warehousing and logistics partnerships with senior executives.
- Strategically leading an IT transformation strategy, transitioning from a 90% outsourced to 90% in-house model to obtain full control of Company data and systems. Grew IT organization from 1,000 to 12,000 professionals within 2.5 years, personally recruiting 500+ technologists, program managers, QA analysts, and Business Analysts.
- Drive the use of AI/Machine learning to better forecast parts and distribution locations.
- Drive specific strategies for the development of tools to leverage size of GM in bid process, delivering \$150M in direct business benefit annually. Strategy includes additional components that will realize \$1 billion in business benefit.
- Skillfully consolidated and centralized applications from 23 data centers into two data centers, reducing support complexity, while increasing system availability and business continuity.
- Implement strategy to reduce development cycle time 3 months from POC to delivery.
- Pioneered the building of data hubs to mine data for supply/customer patterns.
- Contributed to the building of the Enterprise data warehouse.
- Instituted the use of GPS and RF tracking of material globally for all modes of transportation.
- Gradually redirected teams to focus on developing mobile applications for vehicles, yard management, quality control, etc.

HEWLETT-PACKARD – AUSTIN, TX**2010–2012**

“A \$112B dollar multinational information technology corporation.”

IT EXECUTIVE DIRECTOR

Championed the build out of e-commerce, content management, enterprise search, personalization and authentication services to drive growth. Led system architecture, business analysis, relationship management, software development, data management, portfolio management, quality assurance, project management and resource planning. Grew organization from 43 to 200+ IT professionals in the US, Europe and Asia, with \$30M budget.

- *Strategic Roadmap Development*
- *Complexity Reduction*
- *University Recruiting*
- *Search Engine Selection*
- *Crowd Sourcing Technologies*
- *Content Management Development*
- Spearheaded search engine enhancements, increasing global search click-through rates 40%, reducing search bounce rate 25%, reducing page load time 50%, and increasing global search conversion rates 42%.
- Introduced enhanced lead management systems, increasing customer conversion rate 25%.
- Developed strategy to integrate three legacy search engines into one, reducing complexity 75% and saving \$5M.
- Implemented crowd sourcing to identify customer behavior and boost customer segmentation decision-making.
- Established relevancy tuning team, simplifying queries and narrowing search relevancy by 40%.
- Negotiated two multiyear contracts totaling \$30M. Centralized authentication model, increasing efficiency 35%.
- Implemented crowd sourcing technologies to gather data on customer behaviors allowing for targeted campaigns.

DELL INC. – ROUND ROCK, TX**1999–2010**

“Dell Inc. is a \$61B dollar computer technology company.”

IT DIRECTOR

Directed the integration of Perot Systems and Dell systems to form a single services organization that supported Dell in addition to multiple healthcare organizations. Leader for customer support, software development, infrastructure engineering, tools management, relationship management, test automation, quality assurance, cost management, portfolio management, resource planning, business analysis, program management, resource management and operations. Directed 230 IT professionals across the US, Europe and Asia

- *Portfolio Management*
- *Cloud Environments*
- *Warehouse management systems*
- *Software Procurement*
- *Order Management systems*
- *Manufacturing Systems*
- Led managed services supporting 80+ external customers, monitoring 50,000 devices, 100+ applications, generating two million events per month.
- Centralized applications, consolidating 60 data centers into two centers, resulting in significant savings.
- Built ecosystem to run active/active environment, increasing system reliability from 80% to 99.99%.
- Led the Design and implementation Dell's finished goods inventory strategy to service retail business and direct customer orders. Integrated best-in-breed warehouse, inventory, order management and order fulfillment systems into one cohesive global system.
- Led reduction in product of distribution costs from \$55/Box to \$5/box on average 35k units daily for a savings of about 1.8m per facility.
- Led IT services for manufacturing and supply chain. Directed 150 IT professionals in Europe, Asia and the Americas.

Education

BA, Economics, New York University, New York, New York