

ROBBY A. FORAND

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Results-driven strategist and business operations executive with more than twenty years of experience directing Information Technology operations in global firms ranging from financial services to manufacturing. Proven technology and business acuity, delivering cost effective solutions in the areas of ERP, CRM, finance, ecommerce, business analytics, and infrastructure that optimize operations and provide value. Effective leader with demonstrated ability of working collaboratively at all levels to create positive cultural change, and drive continuous improvement through innovative strategies.

KEY AREAS OF EXPERTISE

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|------------------------------|-------------------------|--------------------------------|
| ▪ Strategic Planning | ▪ Operations Management | ▪ Technology Transformation |
| ▪ Budgeting & Forecasting | ▪ Project Management | ▪ Continuous Improvement |
| ▪ Vendor Management | ▪ Service Delivery | ▪ Security Policies & Controls |
| ▪ Mergers & Acquisitions | ▪ System Architectures | ▪ Risk Management |
| ▪ Organizational Development | ▪ Infrastructure Design | ▪ IT Governance |

PROFESSIONAL EXPERIENCE

Sr. Director of Infrastructure & Engineering, Officer - *DST Systems/SS&C Technologies* 2013 - present

Formerly Boston Financial Data Services - Premier investor services outsourcing firm providing BPO and transfer agency services for mutual funds, retirement plans, settlement administration, and real estate investment trusts.

The primary objective of this role was to lead a technology transformation initiative to rebuild an aging infrastructure, eliminating years of technical debt, while improving the technology resource skill sets across the organization. To successfully build a high performing cross functional team and a new contemporary IT environment required the planning, coordination, and leadership summarized below.

- Developed and executed a global data center consolidation program and strategy to simplify infrastructure and reduce operating costs year over year
- Architected and implemented on-prem and cloud based business continuity and disaster recovery strategies built on technologies such as VMWare, SRM, Zerto, AWS, and Azure
- Drove the expansion and adoption of hybrid and public cloud enterprise solutions across the organization using IaaS, PaaS, and SaaS to meet the requirements of a digital transformation
- Managed annual infrastructure budget for East facilities of \$9M Capex and \$12M Opex demonstrating year over year cost savings
- Managed 55-person infrastructure team comprised of server, networking, voice, desktop, delivery, help desk, data security, data center, and engineering groups supporting 3,000 users in three locations
- Executed a \$16M multi-year infrastructure refresh program from planning and justification through implementation. Several of the larger projects and systems included EMC storage platform VPLEX/VNX arrays, enterprise backup solution, data center core switch upgrades, customer MPLS network, SONET backbone replacement, Office 365 migration, voice and call center management systems
- Drove innovation and continuous process improvement across all business units by engaging stakeholders, leveraging new technologies, and implementing automation

- Oversee the operations of two tier 3 data centers with 15,000 sq. ft. of floor space, SOC1/SSAE16 compliant, and staffed 24x7
- Developed business cases and justifications for large scale infrastructure initiatives to obtain funding and approvals from Board of Directors, Legal, and Risk
- Championed the adoption of an ITIL framework across the IT organization to ensure effective outcomes
- Partnered with Chief Information Security Officer to develop and implement a defense in layer strategy using systems such as Splunk, Archer, SourceFire, ForeScout NAC, ForeScout Edge, and PaloAlto firewalls
- Lead the design and implementation of scalable, high availability solutions using technologies such as hybrid cloud architecture, storage virtualization, stretched VMWare clusters, Microsoft clustering, DFS, SQL Always-On, and load balancing to improve system resiliency, business continuity and disaster recovery capabilities
- Partnered with tier 1 vendors and VARs (i.e. Microsoft, Dell/EMC, Cisco, VMWare, Avaya) maintaining enterprise agreements and exploring new technologies

Director - Epec Engineered Technologies

2006 - 2013

Manufacturer of custom build-to-print products for the electronics industry including printed circuit boards, custom batteries, touch panels, fans and motors used in the medical, industrial, communications, automotive, and military sectors.

- Managed corporate and fiscal strategy as a member of the Board of Directors
- Participated in the M&A of 8 firms of various size and scope including analysis, negotiation, and integration
- Managed operations with P&L responsibilities for Creonix subsidiary 2010 – 2012, electronics contract manufacturer with annual revenues of \$25M
- Lead corporate technology strategy, architecture, and roadmap to support a global supply chain
- Lead the development of products and systems to drive new revenue streams
- Managed the planning and implementation of a global ERP solution (Netsuite) including contract negotiation, system design, system customization, and data migration. Over five years the system scaled to support 20 new product lines increasing annual revenues by \$60M
- Designed and implemented an e-commerce platform reducing sales support costs associated with lower tier customers
- Assembled and lead an off-shore software development team to build custom solutions such as online quoting, customer portal, and ERP add-ons
- Developed operational metrics for Epec and subsidiaries to manage daily business operations and successfully grow the company. Real time KPI's included data points such as sales information, product margins, product mix, inventory turnover, on-time delivery, and quality statistics

Senior Manager - AHEAD

2004 - 2006

Leading manufacturer in the personalized headwear and garment industry supplying products to the PGA tour for major golf events such as Ryder's Cup, US Open, PGA Championship, The Masters, and the British Open.

- Architected large-scale infrastructure and software systems to stabilize and scale operations in support of rapid business growth

- Reduced operating costs by \$125K annually through cost saving strategies such as updated vendor contract terms, smaller software portfolio, newer contemporary equipment/systems, and automation
- Coordinated technology requirements for large trade shows and major PGA events such as the PGA Merchandise Expo in Orlando
- Lead the design and development of a corporate B2B Ecommerce platform built on IaaS and on premise infrastructure technologies
- Improved the production and accuracy of the design team with the implementation of an artwork catalogue and control system. The system maintained the versioning of 1M digital images used in the embroidery production process

Assistant IT Director, *Edwards & Angell LLP*

1993 - 2003

Full Service law firm with 600 lawyers in the US, UK and Asia specializing in private equity, venture capital, corporate, litigation, insurance, and intellectual property.

- Lead the adoption of new technology and IT initiatives to promote new business within the firms practice areas
- Managed IT operations for 8 locations staffed with 20 FTE skilled in development, system administration, DBA, networking, and voice
- Managed and budgeted for all technology Capex and Opex expenditures
- Provided support for M&A activities including system integration, data migration, and vendor consolidation
- Reduced firm voice expenses by 40% with the implementation of a converged voice and data network
- Managed the replacement and data conversions from a large mainframe environment to a Windows server network
- Directed the construction of various size data centers, office wiring projects, PBX installations, and infrastructure buildouts
- Executed RFP process to assemble costs associated with IT projects. Maintained good vendor partnerships with tier 1 suppliers ensuring the right technology fit

PROFESSIONAL AFFILIATIONS

2009 – 2013 Epec, LLC. Board of Directors

EDUCATION

2018 Master of Business Administration, University of Massachusetts Dartmouth

- Graduated Summa Cum Laude
- Beta Gamma Sigma National Honor Society

2016 Business Graduate Certificate, University of Massachusetts Dartmouth

1993 Bachelor of Computer Science, University of Massachusetts Dartmouth

Mutual Fund Operations, *Financial Markets World*, NY

ITIL Foundation v3 Certification