

Global CIO, Fortune 500 Digital Transformation Strategist | Technologist | Catalyst | Operator

PROFESSIONAL PROFILE

Global executive with domestic and international experience in interconnected information management disciplines to deliver leading edge digital solutions with commitment, shared purpose, and achievement of enterprise goals.

- Able to develop and communicate company's digital technology strategy to the full spectrum of stakeholders.
- Deep experience developing technology products that focus on customers to increase top-line growth.
- Manage existing technology environment while developing forward-looking investment plans.
- Set governance in environment with rapid rate of acquisitions and thousands of platforms.

Technology Leadership

Globe Life, McKinney, Tx

09/08 – Present

Global insurance company specializing in life and supplemental health insurance products.

Director, Global Technology

Direct 4 leaders overseeing 100+ internal and external global technologists. Report to Senior Vice President IT.

- Evangelizing transformation strategy to drive adoption and usage of digital technologies within \$30M budget.
- Directing integration team to implement IBM ICM system with IBM Consulting services under \$25M budget.
- Responsible for Salesforce \$20M implementation to allow agents to capture leads and manage sales process.
- Coordinate with data strategy team to create machine learning models using IBM Watson and Salesforce Einstein.
- Improved agility and significantly reduced IT costs by utilizing AWS as part of hybrid cloud computing environment initiative.
- Implementing AWS AlaaS (Artificial Intelligence as a Service) strategy to deploy machine learning models at any scale.
- Driving Robot Process Automation solution to automate underwriting process and pricing of products.
- Orchestrating pilot to develop Ethereum Blockchain solution to increase customer transparency with claims process.

Thomson-Reuters, Carrollton, Tx

01/03 – 08/08

Fortune 500 provider of information, decision support tools and tax accounting software.

Senior Management Consultant

Transformed technology platform that enabled 75% revenue growth of the Tax software division.

- Realized 20M in cost savings by spearheading commercialized tax reporting and analytics system built in C#.
- Implemented cloud migration strategy utilizing Amazon EC2 storage that reduced onsite IT infrastructure costs.
- Designed data strategy to improve business process and create business value by making better decisions.
- Developed technology roadmap for modernization and worked decisively in executing the deliverables.
- Streamlined IT operations to achieve cost-out and productivity gain.

Capital One Auto Finance, Plano, Tx

01/02 – 12/02

Fortune 500 auto lender in the United States.

Master Data Architect

Responsible for composing Enterprise Data Warehouse. Improved loan application process time by 65%.

- Managed database architecture strategy for the organization and ensured consistency wherever possible.
- Made recommendations based on security risk assessment, alignment with strategy, and operational feasibility.
- Delivered presentation to Architectural Review Board for approval of database platform design and implementation.
- Phase 1 involved logically separating one large database and modified all application dependencies.
- Phase 2 required the physical separation of the database and all related dependencies.

JCPenney, Plano, Tx

03/01 – 12/01

Fortune 500 retailer operating 800+ department stores throughout the United States and Puerto Rico.

Senior Transformation Consultant

Transformed JCPenney technology landscape to leverage modern platforms and processes to pioneer and innovate.

- Met with C-level management on approach to achieve strategic objectives across IT functional groups.
- Delivered comprehensive implementation strategy and plan for a more modern online presence.
- Led team that transformed the infrastructure, database and web architecture for online marketing solution.
- Clearly articulated architectural solution to the JCPenney Architecture Committee to support client objectives.
- Successfully delivered data assets with large volumes of data and demanding users.

RICHARD J. REYES

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Texas Utilities, Dallas, Tx

12/99 – 02/01

Fortune 500 integrated supplier and distributor of gas and electricity on a global scale.

Director, IT Applications

Directed 2 leaders overseeing 50+ internal and external technologists.

- Designed and led team for delivery of B2B financial system built in C#/HTML.
- Architected EDI transfer system to manage payments from commercial customers.
- Responsible for articulating technology roadmap to diverse stakeholders.
- Designed and maintained project plans in MS-Project, managed budget, cost estimates and analysis.

Excel Communications, Dallas, Tx

10/98 – 11/99

Fortune 500 long-distance telecommunications provider in the United States.

Senior Director, IT Applications

Directed 6 leaders overseeing 75+ internal and external technologists.

- Responsible for \$90M budget to transform technology in order to support business growth.
- Attended C-Suite planning meetings to set business goals, strategy and financial priorities.
- Performed board presentations on the alignment of IT strategy and business strategy.
- Devised and established IT policies and systems to support the implementation of overall business strategy.

Andersen Consulting, Dallas, Tx

08/97-09/98

A Big 4 consulting company providing information technology services as their core competency.

Global Management Consultant

- Led global team of 500+ internal and external technologists.
- Facilitate discussions with the client to elaborate on the areas of proposed improvements.
- Define the problem concisely and hypothesize the proposed solution.
- Perform quantitative and qualitative analysis to drive the proposed solution.
- Consolidate the findings from the analysis and present solutions to the client.
- Develop and present a plan to implement the recommended changes.

First USA, Dallas, Tx

08/96-07/97

Fortune 500 credit card company that provides a range of financial services.

Senior MIS Analyst

- Formulated new statistical techniques for forecasting net credit losses in coordination with CFO's directive.
- Provided idea leadership in the development of quantitative risk solutions.
- Responsible for building and leading team of risk analysts strong in mathematics and technical SQL programmers.
- Delivered high-quality data-driven analysis that provided key insights leading to actionable results.

EDUCATION

Western Governors University - Master of Business Administration

Baylor University - Bachelor of Business Administration

MEMBERSHIPS

Founding Board Member, Elder Emeritus the Parks Church

01/12-Present

- Formed and managed committee that reviewed member conducts and enforced organizational bylaws.
- Made executive decisions in forming the structure of internal organization, finances and public relations.
- Responsible for the selection and training of new board members.

PUBLICATIONS & SPEAKING ENGAGEMENTS

Author: Reyes, Rick. **DX Strategy: Thinking about Digital Transformation**. 2019. Amazon Kindle Direct Publishing.

Author: Reyes, Rick. **Thinking about Technology Transformation**. International Journal. 2019.

Panelist: **Winning the Digital Transformation IT Challenge**. Business Development Institute. 2019. Dallas, Tx.

Presentation: **Digital Transformation Strategy, Talent and Culture**. Global Big Data Conference. 2019. Santa Clara, Ca.