### Franco Butera

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##### Business Operations & Information Technology Executive

**Sourcing & Procurement |Cross-Functional Management Training | Acquisition Management & Integration**

A strategic and highly accomplished business leader with track record of successfully acquiring, developing and integrating retail hearing clinics to catapult rapid growth of startup company, Lifestyle Hearing, from 2-person Canadian venture to a global enterprise. Set vision and strategy for technology direction and create a forward-thinking, collaborative, and modern working environment. Recognized for unparalleled work ethic and multifaceted executive management skills. Authentic and credible communicator with dynamic interpersonal skills; bridge gap between business, sales, audiology, and technical teams. Build, inspire, and lead cross-functional, high performing, agile teams to deliver operational excellence aligned with organizational goals.

***Additional strengths include:***

Cloud Operations & Automation | Cross-functional Training | Complex Reasoning & Problem Solving

Planning, Development & Implementation | Technology & Business Alignment Initiatives

Executive Leadership | Budget Planning & Management |Persuasive Contract Negotiation

Client & Vendor Management |IT Infrastructure Migration | Process Reengineering

# Professional History

**Lifestyle Hearing Corporation,** Miami, FL 2009-Present

*Vice President, IT, Operations, Training, Acquisitions Integrations & Procurement*

Assume increasing levels of accountability as the second employee, VP IT & Operations, and de facto COO to lead U.S. expansion efforts. Direct cross-functional teams, including IT, operations, training, vendor sourcing and procurement, acquisitions integrations and construction buildouts. Manage multi-million-dollar IT budget with a focus on innovative technology solutions to streamline systems across 200+ clinics and 1000+ users. Create standardized cross-border training policies, procedures, and systems. Build, direct, and mentor collaborative, accountable senior team leaders. Negotiate all lease and vendor contracts.

* **Responsible for Capital and Operational Expenditures**
* **Partnered with and secured financial support plan** from major Canadian bank enabling the rollout of Lifestyle’s go-to-market strategy.
* **Introduced Patient payment plans across the US** from 3 major finance credit providers including 1 subprime lender.
* **Developed and managed multi-disciplinary IT department** with dispersed staff in U.S. and Canada.
* **Directed Microsoft Office 365** **migration** for 1000+ accounts with zero interruption and led user training.
* **Achieved $240K in annual cost savings** by introducing business process and automation to transform operations.
  + Designed and led 3-year customized ERP/CRM migration project, transitioning front office POS system in Canadian division to Microsoft Navision and Dynamics CRM.
  + Introduced inventory management, live KPI reporting, insurance, and 3rd party payor automation, an unprecedented system industry capability.
* **Defined standardized best practices and restructured training program** with a focus on empowering regional training ambassadors through videos, apps, and online documents.
  + Partnered with online audiology education portal to provide employees with CEU’s to meet yearly requirements; achieved 20% cost savings.
  + Conceptualized and implemented “The Journey Towards a Happy Customer” training initiative.
* **Invested in procurement and supply chain automation** utilizing BI dashboards for inventory control.
  + Implemented P.O. system with direct integration to the ERP platform to allow for complete ordering lifecycle process control.
  + Streamlined vendors and negotiated nationwide contracts to realize 20% savings annually.
* **Led consolidation of 16 independent POS systems into single cloud-based solution** with zero downtime and 100% data integrity.
  + Delivered customized back-end integration of multiple live data feeds into NAV to ensure control of company finances, and direct connection to Microsoft Power BI.
* **Directed implementation of SaaS solution** to consolidate hundreds of office leases to allow streamlined, timely data access to multiple users with automated notifications of key dates.
* **Orchestrated and directed North America IP phone system rollout,** delivering $200K cost savings.
* **Developed and implemented a sustainable technology strategy,** reducing technology service costs by 70% and contributing to annual cost savings of 25%.
* **Delivered $90K cost savings via EDI initiative;** reduced accounting staff requirement and improved accuracy.
* **Transitioned from CenturyLink cloud to Microsoft Azure with direct Office 365 single sign-on.**
  + Migrated from in-house SQL instances to Microsoft SQL Services, eliminating one environment, and introducing fault tolerance across multiple Azure data centers.
* **Initiated first-ever Sitecore production implementation on Azure web services.**
* **Led automation of office supply procurement process** with approval hierarchy; utilized cloud technology and directed strategic partnership negotiations to realize 300k savings across North America.
* **Architected and directed 3 data center moves in under 3 years**, including colocation move and 2 cloud migrations with zero downtime to users.
* **Conceptualized and led $1.4M Miami corporate office expansion,** including layout and design elements to promote healthy, modern, and productive working environment.
* **Managed over 40 acquisitions from pre-acquisition (Due Diligence) to post acquisition integrations.**

**Bermuda College,** Bermuda 2007-2008

*IT Manager*

Implemented infrastructure improvements, encompassing Wintel, Linux, Citrix, VMware and LAN/WAN initiatives. Ensured projects’ completions through methodology standards application and tracking and analysis.

* **Implemented hardware/software maintenance plans** and in-depth change and incident management policies.
* **Streamlined operations** via automation software and comprehensive staff training.
* **Rocketed growth through overseeing completion of 20 major projects** including firewall upgrades, web content filtering, MS SCCM design and implementation, SAN increase and optimization, and Exchange 2003 migration.
* **Increased systems availability from 75% to 99%** while executing hardware/software upgrades for over 70 servers and 1000 workstations, with no downtime or data loss.
* Slashed unplanned outages by 95% through change request forms and procedures.
* **Spearheaded server consolidation from 40 to 18 Physical servers hosting 70 Virtual servers through VMware** ESX implementation, contributing to cost savings through reduced maintenance plans and streamlined Administration.
* **Reduced user creation process** during student enrollment from 2 days to 2 hours via IT process automation

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**Butterfield Bank,** Bermuda 2006-2007

*Vice President, Infrastructure Programme*

Led 10+ person team, including internal staff and outside consultants, and $10M budget to implement, manage, and maintain hardware, software, and data center networking applications. Coordinated infrastructure project implementations. Delivered reports to senior management. Negotiated critical vendor contracts.

* **Ensured compliance** via risk mitigation and controls validation.
* **Led Windows XP rollout/upgrade** from a dormant state to completion.
* **Reduced new equipment costs by 20%** via vendor negotiations.

**Optimized 200+ blade infrastructure** through roadmap development and new systems deployment

**Bell Canada,** Quebec, Canada 2001-2005

*Manager, Enterprise Infrastructure*

Accountable for specification and IT governance of Bell’s technology architecture, including identifying enterprise-wide core technologies, infrastructure, and hosted services. Governed $10M budget allocation to complete multiple, large-scale IT optimization projects. Led and mentored dedicated staff and 3rd parties.

* **Defined benchmarks and reduced unplanned outages;** through monitoring solutions implementations and enforcement of policies.
* **Facilitated infrastructure programs** for Bell Canada and all sister companies; secured capital and resources, created business cases, and delivered projects at or under budget.
* **Identified and implemented technology solutions** to facilitate service integration for enhanced multi-platform enterprise infrastructure offerings aligned with strategic business direction.
* **Responsible for the specification and IT governance of Bell's technology architecture.** This included specifying companywide core technologies, infrastructure, and hosted services; providing forward-thinking research and leadership on Information Technology; and guiding the use of IT to ensure quality.
* **Responsible for a nationwide Citrix** implementation that eliminated interruption of call center services for all future upgrades or distribution of software. The project included load balancing, reliability, and optimization of bandwidth to all user communities

Career Note: Additional experience includes Senior Systems Engineer supporting multiple clients for NWD-MicroAge (1999-2001).

# Education | Certifications

FLORIDA TECHNICAL INSTITUTE, **Bachelor of Arts, Business Administration & Management,** in progress

YORK UNIVERSITY, **Project Manager Certificate**, Toronto, Canada

ADMINISTRATION and COMMERCE COLLEGE, **Microcomputer Support & Troubleshooting** Montreal, Canada

*Certifications*: Microsoft Certified Systems Engineer (MCSE) | Citrix Certified Administrator (CCA)