**Ralph Smith**

1627 Lake Rd Pelahatchie, MS 39145 (601) 713-4127 ralmart01@gmail.com

**CIO / CTO / SVP / COO**

**P&L Responsibility / Business Development / Change Agent / Strategic Planning /**

**Process Improvement / Start Ups / Turnarounds / Large Systems Design & Implementation**

**Fortune 500 Executive and Technology Leader:** I have been fortunate to enjoy a career, working with other senior executives from industry leaders such as Fed Ex, Visa International, First Data Corp, Equifax, American Express, McKesson HBOC, 3M, Northwest Airlines, Lexmark, Concord EFS, McLane, and others. **Career Track:** Starting in operations, I rose quickly by proving an ability to think strategically and implement systems/processes to improve organizational efficiency and service. As Senior Vice President I was one of 2 select people on multiple executive committees devising corporate initiatives for all divisions.

**Project Management:** A track record of delivering on time, on budget, large and small scale complex technical solutions to internal and external customers, including the use of off shore development centers, and a background including CMM Level IV, PCMM Level III, and ISO 9001 development methodologies.

**Proven Record - Across All Major Corporate Functions:** skilled in all areas of executive management including managing hyper growth, major expansions in the US and overseas, closing large contracts, negotiating cost saving infrastructure contracts, and delivering large scale projects on time and on budget.

**International Experience:** My career has given me the opportunity to work in countries outside the US in particular India, and the UK, with companies such as Loyds TSB Bank, and KPMG UK.

**Selected Achievements & Skills**

1. **RPT Distributing**. As CTO converted the ERP system for the wholesale operation and retail stores. Built fully integrated websites fully integrated into the real time inventory management system with customer portals on the IBM iSeries platform. Reduced operational expenses, increased profitability by 10%, created detailed analytical reports, developed a full accounting package from scratch to support the unique needs of the business. Created new revenue streams.
2. **EdaptIT Total Commerce Multi Channel Sales Solution.** As the chief architect and designer built a comprehensive multi-channel sales management system which includes; Real time inventory, consolidated sales management, shipping and fulfillment, catalog management, product level profitability reporting, consolidated messaging system across all channels, POS, telephone sales, wholesale customer management, drop ship order processing, and more with integrations via api’s to; Amazon, ebay, big commerce, Sears, USPS, UPS, FedEx, paypal, Auth.net, Stripe, and others on the IBM iSeries platform.
3. **Managing Hyper Growth from 65 employees to 3000, $40mm to $1.5 Billion portfolio growth, in 5 years**. Recruited to be CIO for Applied Card Systems / Cross Country Bank (1994 - 1999), designed and built infrastructure to support the growth and processing of multiple financial institutions credit card portfolios on the AS/400 platform, including; 5 call centers, applications processing, imaging, computer telephony integration, off site hosts, disaster recovery, data warehousing and mining, FDIC audit compliance, collections reduction programs and marketing analysis returning 10% direct mail results.
4. **Designed and implemented multiple systems for Fortune 500 companies.** As pre-sales technical support for 2 companies, honed my ability to look across any industry, identify business needs, devise solutions, close contracts for services, and deliver on time and on budget large-scale technology infrastructures.
5. **Effective executive team building and leadership.** Highly successful in numerous roles attracting the highest quality individuals in their fields, many senior executives of fortune 500 companies, to join my team by conveying a clear vision for each organization.
6. **Skills:** exceptional written and verbal communication skills, highly personable and capable of working with other CEOs, boards of directors and all other levels within an organization. A creative problem solver who devises solutions that are grounded and effective. A hands-on executive who takes initiative and can thrive in loosely defined (wearing multiple hats) or highly structured roles (CMM Level IV ISO 9001 trained). A detail oriented and big picture long-range thinker, who can effectively manage all levels of budgets.

**Career Overview / Entrepreneurial and Fortune 500 Experience**

1. **RPT Distributing** – CTO 2007 - Present
2. **EdaptIT –** CEO 2011 - 2006
3. **Everyday Warehousers** – CTO 2006 - 2011
4. **C Level Technical Consultant** – 2005 to 2006
5. **Distinctive Construction** – COO 2003 - 2005
6. **Advantage Financial Services/BankUS** – CTO/COO 2001 - 2003
7. **RS Software India, LTD CMM Level V** - Director of Technology and Marketing Support 1999 - 2001
8. **Applied Card Systems/Cross Country Bank** - CTO 1994 - 1999
9. **Cothern Computer Systems** - Pre Sales Support Project Manager 1998
10. **Chevy Chase Bank** - Operations and Systems Support 1991 – 1994
11. **CTI Marble and Granite** – COO 1989 - 1991