

INFORMATION TECHNOLOGY & SYSTEMS EXECUTIVE

Seasoned executive with 20+ years of experience in IT serving Retail, High-Tech, Manufacturing and Enterprise Security Organizations. Collaborate with key stakeholders and high-level executives to design effective, high-performing organizational models. Managed supplier and partner relationships, including contract negotiations, purchasing, onboarding resources and management of onshore and offshore resources. Accountable for implementations of scalable solutions resulting in improved operational efficiencies, tangible cost savings and revenue drivers. Passionate problem solver, who is highly regarded for developing high-performing teams that deliver processes, solutions and technologies for growth and scalability.

CORE STRENGTHS

- | | | |
|-----------------------------|--|----------------------------------|
| • Process Improvement | • Capital and Expense Planning | • Change Management |
| • SOX Compliance Processing | • Cross Functional Team Leadership | • Project/Program Management |
| • Strategic Planning | • Merger and Acquisition (M&A) Integration | • New Product Introduction (NPI) |
| • Go-to-Market (GTM) | • Business Operations | • Sales Enablement |
| • Business Metrics | • Finance & Accounting | • Vendor / Spend Management |
| • SaaS / PaaS | • Systems Implementations (SDLC) | • Disaster Recovery |

PROFESSIONAL OVERVIEW

Palo Alto Networks, Inc. | Santa Clara, CA | Jan 2012 – Present

Head of IT Applications

Jun 2015 - Present

Leadership of entire IT Applications portfolio leading transition through acceleration of booking and revenue to projected 1.2 billion in Revenue. Accountable for organizational design and strategy for IT Applications portfolio. Manage 12 direct reports, 45 indirect reports and 35 + contractors. Manage expense budget of 7.5 million and capital budget of 10 million.

- Oversight of teams completing transition of Tier 1 production support processes to an outsourced partner firm, resulting in improved capacity and delivery capabilities.
- Led team to deliver new CPQ (Configure-Price-Quote) solution to 1,200 + internal users. Resulting in improved user experience, 25 %fewer errors processing transactions, and migration from legacy solution to cloud based provider to support scalability, growth and enable partner self-service quoting.
- Provide oversight and leadership to transition Revenue Recognition from Revpro to SAP Revenue Recognition resulting in shorter Revenue close cycles, and providing real time visibility to Revenue which improve forecasting capabilities.
- Architectural oversight of program to scale updates and licensing services globally, leveraging Amazon Web Services as a platform, resulting in improved performance for customers in EMEA and APAC and facilitating a move to publish content updates every 5 minutes.
- Managed FY2016 planning processes, accountable for development and planning of major solution implementations to support rapid expansion.
- Worked with teams to improve project status reporting processes and governance processes to support scale and growth.
- Accountable for recruiting and hiring to aggressive targets to overcome underinvestment due to rapid growth.
- Lead teams planning, designing, and deploying new product offerings.

Senior Director - IT Applications (Front Office)

Aug 2013 - Jun 2015

Key decision maker for all Front Office planning, budgeting, development and expansion issues, with a focus on IT organization design, voice and data communications, system integration, emerging technologies, enterprise architectures, strategic alliances and data security. Manage 6 direct and 30 indirect FTE's and an additional 25 contractors delivering services to assigned business functions.

- Oversight and Accountability for an SAP implementation for FICO, MM, and Renewals

- Led design and implementation of a revamped Customer Support Site architected for scalability and growth resulting in improved customer and partner experience for registering and managing devices, improved subscription activation processes, secure authentication, and tight integration with front and back office applications.
- Led cross functional teams through 3 Mergers and Acquisitions including integration of product and service offerings into the licensing and product Go-to-Market solutions and processes.
- Program design of a quarterly IT Steering Committee to obtain executive buy-in and consensus on trade off and investment decisions.
- Hired portfolio leads to drive business portfolio demand and shape the project funnel resulting in improved stakeholder satisfaction levels with portfolio updates.
- Formalized change management for all SOX related applications
- Led a package selection and evaluation for a Configure-Price-Quote solution. Led cross functional team through formal process to evaluate and score vendor offerings, short-list solutions, participate in vendor presentations, and select a solution and partner for implementation.
- Managed annual capital and expense budgeting process. Managed expense budget to a 4% variance to plan.
- Provided leadership for multiple projects to improve operational efficiency including Renewals automation, MDF automation, implementation of multiple Sales Enablement tools, and improvements to our updates solution to allow for content updates to customers every 15 minutes.
- Developed IT Strategic Staffing plan and developed IT Applications strategic plan.
- Led QBR's with executive management from Front Office stakeholders to review progress and adapt plan based on changing business conditions.

Director - IT Applications**Jan 2012 – Aug 2013**

Early Stage Pre-IPO Leadership and Staff Development to develop and deploy solutions to scale the organization. Accountable for portfolio optimization, negotiations with key suppliers, leading cross functional teams through change, budget and expense management and implementation of key technologies to enable growth.

- Led architecture review and analysis with key stakeholders to identify solutions and technologies necessary to support scalability and growth.
- Worked with business leaders to develop processes for portfolio rationalization and funding approval for key initiatives.
- Led a cross functional team through a package evaluation process to select and implement a Single Sign-On Solution
- Rolled out Single Sign-on for Partners and Customers for all customer facing applications.
- Developed and rolled out standardized portfolio review package for regular communication with business stakeholders on the status of their requested programs.
- Partnered with Engineering to architect and deploy a new licensing, software and content publish, and updates solution for Order Fulfillment, Global Customer Support, and Customers. Benefits included customers and partners real time access to updates, global scalability, and improved performance leveraging Akamai.
- Negotiated and opened first two data centers including space and power planning, cost estimations, growth projections, and migration of all internally hosted applications to the data center. Benefits included improved performance, uptime, failover and redundancy of applications portfolio.
- Management and oversight of multiple New Product Offerings including Go-to-Market capabilities with quoting, configuring, order fulfillment, customer registration and activation of devices and subscriptions, and service orchestration and integration of all front and back office services.
- Leadership and oversight of a package selection and implementation of a new call center for Global Customer support, resulting in fewer outages of phone services to support, integration to case management, and call routing to agents for key accounts and accounts with dedicated support professionals.
- Responsible for key hires to stabilize, scale, and support the SFDC environment including rolling out a new partner onboarding process, a partner portal, integration with Cornerstone for partner certifications, a migration to Eloqua for campaign management, and an MDF portal.

Riverbed Technology, Inc. | San Francisco, CA | Jul 2007 – Jul 2011**Senior Manager – IT Applications**

Leadership of teams responsible for multiple implementations across Sales, Sales Operations, Marketing, Channel Marketing, Finance, Support and Operations. Managed a budget of 10 million in capital projects and 2 million in expense. Managed teams through a period of high growth increasing team size from 30 to over 60 FTE's and 20+ contractors.

- Introduced a process to assist the business in identifying and prioritizing IT initiatives that provided high value to the organization used by the IT Steering Committee to review and identify projects to invest in.
- Worked with business leaders to select an integration technology that allowed the organization to develop real-time integration using Rosetta Net with Contract Manufacturers and Logistics Providers for the Sales, Manufacturing, and Customer Support organizations. This resulted in reduced duplicate shipments, same day order processing, and improved ability to ship new product sales at end of quarter. Additional improvements recognized by Support organization in terms of meeting SLA's for Platinum service contracts.
- Worked with Sales, Finance, Sales Operations, and Manufacturing to design and oversee development of a configuration and quote tool for Inside Sales Representatives and Partners. This resulted in improvement in process by eliminating duplicate order entry, providing capabilities to leverage a single source of customer data, allowed Sales Reps and Customers to self-service, enabled automated capabilities to approve Special Pricing Requests, automated Partner Discounts, integrated Deal Registration information, and allowed sales reps and partners to obtain near real-time information on order status such as shipment status and tracking information.
- Worked with Finance, Manufacturing, and Sales organizations to implement an Organization in the Netherlands automating warehouse selection to ensure orders shipping outside of North America shipped from the correct warehouse. This resulted in 2.5 million dollars in tax savings.
- Oversaw a re-implementation of Oracle OM and a BOM restructure resulting in productivity improvements and providing a mechanism for license keys to be automatically generated and e-mailed to customers when orders shipped.
- Led a cross functional team to design and develop a license key generation system to ensure customers could retrieve license keys using self-service features, and ensuring export compliance checks were in place for restricted technologies. This resulted in improved audit capabilities for license keys, improved compliance checking capabilities for Sales Operations and Manufacturing reducing risk of shipments internationally, and enabled self-service capabilities including certification of export screening for SSL key generation.
- Responsible for Solution Design and Architecture for the front and back office portfolio of business applications. Worked with business leaders to ensure portfolio of applications aligned with business objectives.
- Led team to integrate support depots and shipments with UPS using RosettaNet messaging resulting in improved RMA processing transaction flow and reduced administrative burden. Improvements resulted in improved customer satisfaction due to improved reliability for servicing hardware within contracted SLA's and savings of over 1 million per year on stocking and shipment of spare parts.
- Worked with business leaders from Marketing, Sales and Finance to design a process to facilitate cross-sell and upsell capabilities and for the organization to run a Trade-Up program including quoting, discounts based on volume and replacement units being ordered, transfer of remaining service contracts to replacement devices, and negotiation with recycler to manage return of legacy equipment and removal of that equipment from the field before final credits issued to customers. This positive return ensures old equipment is stripped of Riverbed markings and serial numbers, recycled and does not end up on the grey market.

Ross Stores, Inc. | Pleasanton, CA | Aug 2002 – Jun 2007**Manager, Systems Development**

Responsible for leading multiple implementations across Finance, Human Resources, and Merchandising Systems. Manage \$7 million in capital projects and an annual expense budget of \$1million.

- Led a vendor evaluation process, contract negotiations, and implementation of an outsourced Order to Pay function resulting in additional discounts on purchases and labor savings of over \$3 million annually.
- Deployed receiving functionality across multiple cost centers resulting in a 30% increase in productivity in the Accounts Payable department when matching invoices and an annual cost savings of \$225 thousand.
- Worked on a cross functional team to standardize purchasing processes for new stores resulting in labor savings of \$110 thousand annually and reducing PO processing from 5 days to 1 day per new store opening.
- Managed a transition of production support to an offshore model resulting in a 50% reduction in support costs.
- Directed an upgrade of the cash reconciliation software implementing five new reconciliation types resulting in a \$65,000 annual return on investment by identifying previously un-reconciled charge backs and overage charges in bank fees.
- Oversaw the deployment of employee and manager self-service applications to the field organization expecting to return an annual cost savings of \$100 thousand.
- Partnered with external consultants to prepare presentations for the Audit Committee.
- Managed a 25-person staff, including up to 10 contractors, working on capital projects.
- Project managed the implementation of the Cognos Planning application, resulting in a 25% reduction in the time required to collect and analyze budget data.
- Managed the implementation of a new Business Unit in the PeopleSoft Finance and HR systems for the launch of a new chain of stores resulting in no additional headcount to support the new organization.
- Provided best practices analysis and assisted in rolling out a standard Software Development Life Cycle, resulting in improved IT audit results.

PRIOR PROFESSIONAL EXPERIENCE

- ✓ Organic, Inc. | San Francisco, CA | Senior Manager, Enterprise Applications | Nov 1999 – Mar 2002
- ✓ The Firm, Financial Systems Consulting | San Francisco, CA | Regional Practice Manager | Jan 1999 – Oct 1999
- ✓ PeopleSoft, Inc. | Pleasanton, CA | Customer Education Specialist | Mar 1997 – Dec 1998
- ✓ Ernst & Young, LLP | Philadelphia, PA | Jun 1995 – Mar 1997

EDUCATION

- ✓ May 2006 – Masters in Business Administration, Walter A. Haas School of Business, University of California Berkeley
- ✓ June 1995 – Bachelor of Science - Commerce & Engineering, Drexel University, Philadelphia, PA