

TIMOTHY N. TANNER

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INFORMATION TECHNOLOGY CIO / CTO / Vice President of Information Systems

Experienced IT professional who reliably delivers complex business outcomes. Leverages advanced leadership, disciplined execution, thoughtful allocation of work and communication to maintain productivity while achieving mission-critical business results. Experience ranging from entrepreneurial startups to large-scale corporate operations. Utilizes deep knowledge of modern software development methods e.g., Agile, SCRUM, Kanban.

CORE COMPETENCIES

Information Technology

- Innovation and Tech Strategy
- IT Operations / Architecture
- Human Centered Design / Digital Experience
- Technology Architecture
- Agile Delivery & Product Management
- Large Scale Tech Development
- Full Stack Development

Industry / Functional

- Digital Transformation
- Advanced Analytics
- Customer / Marketing / Channel
- eCommerce
- Retail & Consumer Products
- Banking & Financial Services
- Industrial Manufacturing
- Food/Medical Supply Distribution

Leadership

- Integrity & Accountability
 - Quick Learner
 - Critical Thinking & Problem Solving
 - Team & Talent Management
 - Influencing and Selling Ideas
 - Negotiation/ Vendor Management
 - Executive-level Communications
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PROFESSIONAL EXPERIENCE

Polaris Industries, Medina, MN

2017 – 2020

Polaris Industries is a \$6.8B global manufacturer of snowmobiles, off road vehicles, motorcycles and neighborhood electric vehicles. Polaris employs 13,000 employees worldwide in their 20 manufacturing locations and 9 key research and development centers.

VICE PRESIDENT, DIVISIONAL CIO

Led the strategy and implementation of end-to-end technology supporting ORV, Motorcycle, Boats and Corporate, Government and Defense Business Units. Proactively executed on the emerging technologies and digital trends most relevant to Polaris strategy. Determined operating and capital investment and priorities to maximize ROI. Drove IT programs and operations necessary to achieve long range business plans.

- **Customer Centricity.** Over 24 months, developed the ability to personalize customer interactions and optimize customer experience throughout the lifecycle of each customer journey. The result is higher customer loyalty, increased sales and optimized expense e.g., promotions. In 2019 sold 9,000 incremental units resulting in \$135M in revenue – a 3.5% lift for ORV. By 2021, will sustain an ongoing 7% increase in unit volume across Polaris.

Deloitte Consulting LLP, Minneapolis, MN

2016 – 2017

Deloitte is one of the "Big Four" accounting firms and the largest professional services network in the world by revenue and number of professionals. Deloitte provides audit, tax, consulting, enterprise risk and financial advisory services with more than 312,000 professionals.

SENIOR MANAGER, CONSUMER AND INDUSTRIAL PRODUCT TECHNOLOGY

Senior Manager in Deloitte's Technology practice focusing on the application of innovative technology solutions for the world's largest and well-known companies.

- **Kohls – Consumer Insights.** Developed the data platform and analytical tools that allowed Kohls to establish a deep understanding of their customer including transactions, behaviors and sentiments. The insights drove segmentation, product development, marketing and pricing and promotion optimization.

- **Kohls - Cloud Migration.** Migrated all possible legacy applications to Google Cloud with the goal of reducing Kohls' \$400M IT expenses by 20%. Required analysis of 1000s of applications and technologies. Enabled through a business case based on a comprehensive total cost of ownership (TCO) analysis.

Target Corporation, Minneapolis, MN

2007 – 2015

A \$75.4B large-format general merchandise and food discount chain with 1,800 stores in the United States, which include Target and SuperTarget stores. Target also operates a credit card operation and a fully integrated online business, Target.com.

TECHNOLOGY EXECUTIVE, TARGET TECHNOLOGY SERVICES

Senior leader hired to bring focus and effectiveness to eCommerce, Business Intelligence and Omni Channel functions. People leader of up to 500 full time staff with financial accountability of up to a \$100M annual budget.

- **360 View of the Customer.** Influenced the direction and developed the ability to provide a broad 360 view of the customer. This allowed for deeper guest relationships, increased value and enhanced customer control of personal data use. The result is greater trust in Target and increased sales.
- **World-class Analytics Strategy.** Leveraged thought leadership and innovation to sell the holistic technology strategy designed to deliver a \$350M long-term business intelligence and analytics agenda. Touted by external experts as the best BI roadmap in US retail due to its depth and completeness.

Hallmark Greetings, Minneapolis, MN

2005 – 2007

CIO of Hallmark Insights – an internet-based wholly owned subsidiary of Hallmark Greetings. \$100M business-to-business incentive solutions provider with revenue growth in excess of 60% and earnings growth of 100% over tenure with firm.

VICE PRESIDENT, INFORMATION TECHNOLOGY (CIO)

Reported to the CEO and managed the end-to-end IT functions. Areas of oversight included Applications Development; Production Systems Support; Project Management, Data Center operations and Infrastructure. Served as a member of the Senior Leadership team. Achieved favorable results by every measure of IT performance.

- **Unprecedented Growth.** With business growing at a 60% clip, needed to develop internet-based infrastructure to keep pace. Through teamwork, achieved incredible operational performance: 99.996% same day turnaround; 99.95% website performance availability; held financial budgets; labor growth held to 0%.
- **Instant credibility.** Inherited a large backlog of production and technical issues, including outages. Implemented, in 30 days, simple tracking tool, set service expectations, and managed to those expectations. Reduced backlog of production maintenance items by 52% while decreasing outages by 33%. Internal customers were please and ready to engage in longer-term re-tooling.

Limitless Management Solutions, Inc., Plymouth, MN

2003 – 2005

Management consulting company providing IT leadership, strategy and execution delivered through disciplined execution.

PRESIDENT & FOUNDER

Retained by **The Coca-Cola Company (Atlanta, GA)** and **Cardinal Health (Columbus, OH)** in senior executive support roles to manage strategic programs and drive core IT functions. Successful start-up generated positive cash flow in 90 days and built a team of high-end technology consultants. Sold and managed over \$2.5M of revenues.

American Express Company, Minneapolis, MN

1999 – 2003

\$34.9B international corporation primarily providing travel-related services, financial advisory services and international banking services.

VICE PRESIDENT, TECHNOLOGIES

Challenged to develop technology capabilities necessary to achieve key business objectives. Built the e-commerce platform for web-based businesses. Managed \$60M technology portfolio. Team size peaked at 200 team members.

- **eCommerce Launch – 2X Assets Under Management.** Asked to co-lead needed dramatic improvement in e-commerce. In 2.5 years, built e-commerce capabilities that allowed for doubling of assets under management for new customers. Online business was transformed from non-existent to a market leadership. Substantially exceeded employee utilization targets by achieving 95.2% utilization rate, exceeding the 78% rate goal.
- **Separating SBUs.** Company needed to separate 2 traditionally joined business units. Led the \$45M business transformation project to redesign core operational business processes. Renegotiated compensations models and tiers of service models for agents. Over 18 months, successful completion of the project enabled the company to double the number of advisors and sell financial products through third-part channels.

Accenture Ltd., Cleveland, OH

1987 – 1999

\$11.4B international management consulting, technology services and outsourcing organization.

ENGAGEMENT MANAGER / PROJECT MANAGER / CONSULTANT

Sold and directed client programs of up to \$13M and 60 FTEs. Managed daily operations ensuring successful project delivery, including project profitability, client deliverables and staff development.

- **American Express - World Class Card Processing.** Was charged with designing and developing the posting and account cycling capabilities of the card processing system. Created an unparalleled level of flexibility while still maintaining performance requirements. Still processing \$460M in purchases for 50 million cardholders at American Express and remains one of the most fundamental business processes supporting their business.

TECHNOLOGY

HTML5, CSS3, JavaScript, jQuery, Bootstrap, Express.js, React.js, Node.js, MongoDB, Sequelize, Handlebars, MySQL, AJAX, Command Line, Git, Heroku.

EDUCATION

MBA, Carlson School of Management, University of Minnesota, Minneapolis, MN

BS - MIS and Accounting, Bowling Green State University, Bowling Green, OH

CONTINUING EDUCATION

Practitioner of Human-Centered Design, LUMA Institute, Pittsburgh, PA

Mini Masters of the Lean Enterprise, University of St. Thomas, Minneapolis, MN

Social Media Marketing Certificate, University of St. Thomas, Minneapolis, MN

CERTIFICATIONS

Certified Public Accountant (CPA), expired

Project Management Professional (PMP), expired

COMMUNITY SERVICE | AFFILIATIONS

Board of Alumni Advisors, University of Minnesota's Carlson School of Business

Board of Directors, Pease Academy Alternative School

Member, Project Management Institute (PMI)

Board of Directors, Youth Coach, Plymouth New Hope Little League

VP, Director Traveling Program, Youth Coach, Robbinsdale Area Youth Baseball Association

Youth Coach, Armstrong Cooper Youth Football