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Executive Metrics & Accomplishments

PURPOSE

A consolidated reference of measurable executive accomplishments, leadership scope, business impact, operational metrics, financial stewardship, organizational scale, and transformation achievements. This document serves as the primary source for resume development, cover letters, executive biographies, job applications, interviews, and portfolio case studies.

EXECUTIVE SNAPSHOT

- 35+ years of technology and business leadership
- CIO, CTO, VP Information Technology, Chief Technology Architect, Fractional CIO/CTO, Director and Senior Practice Manager
- MBA (Master of Business Administration)
- Executive leadership across North America, Europe, the Middle East, Africa, and Asia-Pacific
- Business transformation, technology modernization, cybersecurity, cloud strategy, AI enablement, and operational excellence
- Extensive experience aligning technology strategy with business objectives, growth initiatives, and organizational transformation

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EXECUTIVE ROLES HELD

- Chief Information Officer (CIO)
- Chief Technology Officer (CTO)
- Vice President, Global Information Technology
- Chief Technology Architect
- Director of Global Information Technology
- Director of EMEA Technology and Networking Services
- Senior Practice Manager of Infrastructure Solutions
- Founder & Principal Technology Executive
- Founder & Principal Technology Architect
- Executive COO/CIO/CTO for national nonprofit organizations

LEADERSHIP SCOPE

- Up to 115 professionals
- Direct leadership across 13 countries
- Operations supporting 60+ countries
- Leadership of multicultural and geographically dispersed organizations
- Technical, infrastructure, cybersecurity, consulting, and operations teams
- Geographic Scope - North America, Europe, Middle East, Africa, Asia-Pacific

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Executive Metrics & Accomplishments

GLOBAL LEADERSHIP EXPERIENCE

- Built Microsoft Consulting Practice throughout EMEA
- Managed a $20M+ EMEA business/P&L while leading organizations across 13 countries supporting operations in 60+ countries
- Owned and managed multi-currency Capex and OpEx budgets supporting 42 offices across 39 countries during Sony/ATV global operations
- Worked with executives across Europe, Middle East, Africa, North America and APAC
- Managed multicultural organizations
- International customer engagements
- Regional executive planning
- Global technology governance

BUSINESS & FINANCIAL IMPACT

Financial Responsibility

Operating Budgets

- Managed a $20M+ EMEA business and P&L
- Managed IT budgets up to $5 million
- Managed multi-currency Capex and OpEx budgets supporting 42 offices across 39 countries during Sony/ATV global operations

Notable Business Results

- Reduced software maintenance costs by 25% and generated more than $400,000 in recurring annual savings — Round Hill Music
- Reduced enterprise software footprint by 30% — Round Hill Music
- Improved secure global VPN connectivity by 90% — Round Hill Music
- Reduced annual IT spending by 33% — Carnes Group, 2018–2021
- Delivered enterprise modernization ahead of schedule and more than 15% under budget — Carnes Group, 2004–2017
- Cut IT spending by 50% ($1M) in year one — Sony/ATV
- Reduced development costs by 20% — Sony/ATV
- Reduced service delivery times by 25% — Dell
- Increased regional income and profitability by more than 20% over four years — NCR
- Increased billable utilization from 30% to 48% — NCR
- Reduced regional consulting expenses by 50% — NCR
- Achieved regional revenue objectives within the first 11 months — NCR
- Led multiple acquisition integrations
- Directed multiple enterprise transformation initiatives

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TRANSFORMATION & MODERNIZATION

Representative accomplishments:

- Stabilized global technology organizations during periods of growth, acquisition, and transformation.
- Modernized hybrid cloud infrastructure to improve scalability, resiliency, and operational efficiency.
- Consolidated enterprise systems to reduce complexity and improve governance.
- Standardized global technology platforms and operating practices.
- Developed enterprise governance models supporting strategic growth and risk management.
- Created technology roadmaps aligned with long-term business objectives.
- Integrated acquired companies, systems, and business processes.
- Reduced operational and technology risk through modernization and governance initiatives.

TECHNOLOGY LEADERSHIP

Cybersecurity & Risk Management

- Enterprise cybersecurity governance
- Zero Trust architecture
- Microsoft Defender
- Microsoft Entra
- Multi-factor authentication (MFA)
- Identity and access management
- Incident response planning
- Business continuity planning
- Disaster recovery strategy
- NIST alignment
- HIPAA compliance initiatives
- GDPR compliance initiatives
- ISO-aligned security and governance practices

AI & Innovation

- Executive AI strategy development
- AI proof-of-concept initiatives
- Microsoft Copilot strategy and adoption
- ChatGPT and generative AI enablement
- Analytics and business intelligence initiatives
- Responsible AI governance
- Executive AI education and organizational readiness
- AI-enabled business process improvement and decision support

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TECHNOLOGY LEADERSHIP

Cloud & Infrastructure

- Microsoft Azure
- Amazon Web Services (AWS)
- Microsoft 365
- SharePoint
- Intune
- Hyper-V
- Cisco Meraki
- Citrix
- VMware
- IBM iSeries / IBM Power Systems

Business Systems & Enterprise Applications

- Enterprise systems strategy and application integration
- ERP, financial, operational, and reporting platforms
- CRM strategy, platform evaluation, and roadmap development
- Salesforce and Microsoft Dynamics 365
- Business intelligence, analytics, and business process improvement
- Acquisition integration across systems and business processes

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VENDOR & STRATEGIC PARTNER MANAGEMENT

Representative vendors and platforms include:

- Microsoft
- Cisco
- Dell
- VMware
- Citrix
- Amazon Web Services (AWS)
- Salesforce
- Microsoft Dynamics 365
- SAP Concur
- QuickBooks
- IBM

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Executive Metrics & Accomplishments

ORGANIZATIONAL DEVELOPMENT

Leadership & Team Development

- Built the NCR EMEA Microsoft Consulting Practice from inception to a successful regional organization
- Built and scaled consulting organizations
- Developed governance models and operating frameworks
- Built executive leadership teams
- Mentored future managers and leaders
- Reorganized technology organizations to improve performance and alignment
- Strengthened executive communication and stakeholder engagement
- Established accountability, operational discipline, and performance management practices.

CORE EXECUTIVE THEMES

- Executive Leadership
- Business Transformation
- Strategic Planning
- Technology Modernization
- Operational Excellence
- Financial Stewardship
- Organizational Development
- International Leadership
- Governance
- Executive Communication
- Customer Success
- Business Alignment
- AI Strategy
- Vendor Management
- Change Leadership
- IT Operations & Service Delivery
- Cybersecurity & Risk Management
- Enterprise Architecture & Cloud Strategy
- Enterprise Applications & Business Systems
- Acquisition Integration
- Organizational Stabilization & Recovery

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EXECUTIVE RECOGNITION

Representative Executive feedback includes recognition for:

- Exceptional international leadership
- Strong customer and executive relationships
- Consistent business performance improvement
- Building high-performing teams and organizations
- Executive communication and stakeholder engagement
- Leadership respected across international operations