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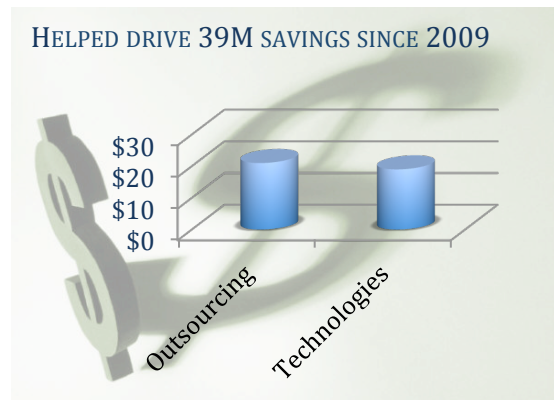
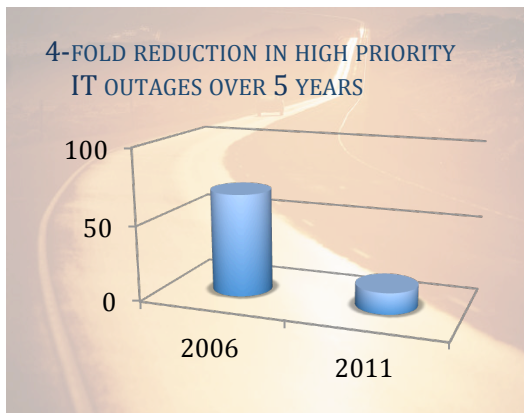
VICE PRESIDENT OF IT

GLOBAL OPERATIONS | IT SERVICE DELIVERY | P&L | GLOBAL SUPPLY CHAIN | FORTUNE 500

Transformational leader with ability to optimize business & IT performance in support of global expansion, enhanced efficiencies, growth to \$350M & cost reduction to \$30M+

- **Change agent** who helped turn around one global organization and transition another to cloud-based, SaaS (Software as a Service) model exhibiting signature “Transform, Automate, Eliminate”™
- **Diverse leadership skillset:** implement supply chain operations, IT service operations, build/develop high-performance global teams, and align teams with customer business goals
- **Offshore outsourcing expert** who manages large global resources to exceed SLAs (service level agreements); insight into US, India, Europe, Japan, China, Russia, Ukraine, and Singapore labor markets

ROADMAPPING IT & BUSINESS SUCCESS



IT LEADERSHIP EXPERIENCE

JONES INDUSTRIAL, INC. HOUSTON, TX (2009–PRESENT)

Vice President, Global Service Operations, 2009–Present

Scope: Lead Global IT Service Operations support centers at 5 sites | **Budget:** \$20M | **Reports:** 300 global

Key Business Challenges: Transition Global Services Operations from in-house service management to SaaS business process model | Streamline Service Operations by skill level | Facilitate global business expansion by restructuring and integrating technologies and processes

Leadership Authority: Process owner for global IT Services Operations | Influence global IT strategy & service enhancements supporting worldwide business operations | Lead major change management initiatives to improve IT platform & network operations incident resolution, desktop management & global support while minimizing costs | Oversee continuous improvement, ITIL & India labor arbitrage.

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