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## SENIOR EXECUTIVE: Technology • Operations • Business Process Transformation • Global Enterprises

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***Strategist, change leader, and driving force behind technology advances and business improvements that support corporate objectives.***

**Versatile executive with a career-long record of innovation and results**, leading technology and operations for national and global enterprises with challenging computing, communications, and information processing needs. Expert in aligning technology strategies with corporate goals and driving major initiatives through dispersed and complex enterprises. Broad range of complementary strengths, from vision/strategy and tactical execution through communication/presentation and ability to gain support for major change initiatives.

Reliably delivered cost savings, efficiency improvements, cycle-time reductions, and profitability enhancements through leading-edge methodologies including Six Sigma and Crosby. Expanded role to include business development, corporate communications, and involvement in all key business initiatives. Valued member of the senior business leadership team. MBA.

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## EXPERIENCE AND ACHIEVEMENTS

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### **Avery Allen Insurance Services, Inc.**

**Greenville, SC, 2000–Present**

*\$500MM TPC administrator for workers' compensation, liability, and property insurance.*

#### VICE PRESIDENT INFORMATION SERVICES

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**Drove total transformation of Information Services from outdated, inefficient organization to state-of-the-art business partner supporting company growth in all areas.** Crossed all areas of the company to contribute to strategic, business-wide initiatives outside the realm of IS. Recognized for outstanding achievement with rare honor of the company's Innovator Award (awarded just once in the last 5 years).

#### **Technology Improvements**

- Led a vigorous 18-month turnaround. More than doubled size of staff (currently 100), added new quality assurance capability, revolutionized underlying technologies supporting the business, and led a company-wide change management initiative to gain widespread support for new technologies.
- Led ongoing projects to automate processes and transform highly paper-intensive business to electronic data management. Added capabilities to improve productivity and performance at every desktop in the company.
- Introduced rigorous project management methodologies and reengineered IS systems, processes, and workflows for maximum productivity.
- Key member of IT team that evaluated and ensured 100% compliance with Sarbanes-Oxley requirements.

#### **Strategic Initiatives**

- Launched first-in-the-industry web portal allowing clients instant access to account activity and the claims management process. Serves 15,000 clients and attracts more than 15 million visits per month.
- Initiated e-commerce capabilities, integrated with vendor systems for efficiency and tight control of contracts/performance.
- Drove outsourcing initiative, identifying the right processes to outsource and selecting/implementing an offshore partner. Improved accuracy of highly detailed processes while achieving \$2M+ annual cost savings.
- As evangelist for new initiatives, commenced company-wide communications program, regularly visiting field offices and presenting at key sales and marketing meetings to connect business operations with technology changes and strategic plans.

#### **Business Development**

- Instrumental in generating \$80M in new revenue, as a core member of strategic business development team. Delivering sales presentations to key accounts, communicated technology capabilities as a competitive advantage.
- Represented the company at trade shows, learning customer needs and relating them to company strengths and technology capabilities.
- Built recognition through published articles and keynote presentations that position the company as an industry leader.

**Repo Auctions, Inc.**

Greenville, SC, 1998–2000

*\$100M company, pioneering online site for auctioning repossessed vehicles.*

DIRECTOR, INFORMATION SERVICES

**Launched Internet presence, a key component of the business strategy, and strengthened technology infrastructure to support robust growth with advanced capabilities and operational efficiencies.****Performance Highlights**

- Directed development of corporate intranet and Internet website with fully enabled e-commerce capability supporting 600,000 hits per week.
- Overhauled the computing infrastructure to include mainstream operating systems, software development tools, and database components.
- Increased development productivity 30% by implementing standard quality-assurance programs, application-design architectures, and project-management methodologies.
- Consolidated data and order management from 40 remote auction facilities into a single common data center, producing \$2M annual savings and ensuring efficient, reliable, 24x7 system availability.
- Expanded technology services to key customers, implementing digital imaging, EDI/EFT, and custom client/server vehicle-management systems to enable attainment of \$80M in new sales contracts.

**Heavy Equipment Corporation**

Birmingham, AL, 1990–1998

*A global market leader in agricultural and construction equipment.***Repeatedly asked to take on new challenges in diverse areas of the company—both US and international. Planned and developed or evaluated/purchased systems and technology to support complex business, financial, and communications needs of the worldwide enterprise.**

MANAGER, PRODUCT MANAGEMENT SYSTEMS (1998–1998)  
 MANAGER, PRODUCT DISTRIBUTION SYSTEMS (1995–1996)  
 MANAGER, FINANCIAL SYSTEMS (1993–1995)  
 MANAGER, INTERNATIONAL SYSTEMS (1991–1993)  
 PROJECT MANAGER, CORPORATE SYSTEMS GROUP (1990–1991)

**Performance Highlights**

- Created 5-year strategic technology plan and gained executive support for recommended investments, including financial and order-management systems for the global enterprise; delivered more than \$15M annual savings.
- Managed company financial systems activities in support of \$350M company IPO.
- Led development and implementation of automated business process system to manage sale of \$3.7B equipment financing portfolio; reduced annual interest expense by 61%.
- Worked extensively in Asian, Pacific Rim, and Australian sales regions and subsidiaries, implementing infrastructure upgrades and new technologies and services. Managed 15 staff in Singapore data center.

**Mobil Oil Corporation**

Fairfax, VA, 1983–1990

**Competed through rigorous selection process to earn entry to year-long management training program covering all areas of process refining. Advanced steadily to new challenges in Engineering, Marketing, Finance, and Information Technology.**

SENIOR SYSTEMS ANALYST, US SUPPLY DIVISION (1989–1990)  
 SENIOR FINANCIAL ANALYST (1987–1989)  
 GROUP LEAD, FINANCE (1986–1987)  
 LOSS PREVENTION ENGINEER (1984–1986)  
 MANAGEMENT TRAINING PROGRAM (1983–1984)

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

**MBA, Finance**  
**BS, Chemical Engineering**  
**Six Sigma and Crosby Quality Training**

**Georgetown University, Washington, DC, 1986**  
**Virginia Tech, Blacksburg, VA, 1983**