

CHIEF INFORMATION OFFICER

TECHNOLOGY STRATEGY | PEOPLE MANAGEMENT | COMPETITIVE POSITIONING

Forward-thinking executive with extensive experience directing global IT strategy and vision for virtual education learning, B2B, media and entertainment, wireless, and telecommunication industries. Experienced leader with proven results cultivating collaboration across business lines, developing cross-functional teams, and managing productive stakeholder and vendor relationships.

Core Competencies:

- Strategic Planning • Merger Integrations • Cyber Security • Team Leadership Development • Budget and Resource Management • Enterprise Architecture • Risk Management • Emerging Technology Deployment

PROFESSIONAL EXPERIENCE

Banwarth IT Consulting, LLC

2022 – Present

OWNER

Consulting firm focused on four areas of IT Services: Interim Chief Information Officer; Information Security, Audit and Compliance; IT Infrastructure, Operations and Business Management; IT Vendor Contract Negotiations and Management.

Engagements include:

Direct start-up operations for consulting firm to provide large global organizations with executive-level leadership, SOC 2 Type 1 Certification support, and strategy development for IT, staffing, and budgeting.

- Served as Chief Information Security Officer to provide information security and technology leadership for a privately held, 190-employee company.
- Developed a 3-year IT and business intelligence roadmap focused on incremental staffing growth and reporting needs.
- Guided organization through investment in data security tools, technology framework, and disciplines. Led SOC vendor analysis, selection, and SOC deployment. Coordinated with engineering, legal, information technology, contract compliance, HR, and operations teams to deliver SOC Audit 2 Type 1 certification.
- Advised sales on customer opportunity and cybersecurity.

Stride (Formerly K12)

2015 – 2021

SENIOR VICE PRESIDENT & CHIEF INFORMATION OFFICER (CIO)

Managed domestic and international IT strategic planning with a \$60M budget and 250 employees and contractors, including cybersecurity, merger integrations, architectural design, application development, data centers, operational services, infrastructure platforms, and voice and data networks. Deployed and oversaw enterprise-class, scalable technologies focused on virtual learning for students and technology tools for teachers.

- Expanded network, VPN capabilities, and tool licenses to enable 100% nationwide remote workforce in response to the COVID-19 pandemic, achieving transition within days, without downtime, and securing exit for office leasing, saving millions.
- Conducted comprehensive analysis and developed business case for CEO and board of directors for a 2-year, \$6.6M migration plan to AWS and Microsoft Azure cloud-based services. Executed end-to-end migration plan improving security posture, student data protection, tool and monitoring automation, and student enrollment.
- Invested in Distributed Denial of Service technology as the first layer of protection against cyber-attacks, eliminating outages and increasing availability to 99.9%.
- Deployed Robotic Process Automation tools, eliminating finance and customer care manual functions, improving processing times and accuracy, and saving \$8M over three years.
- Consolidated expansive application portfolio interfaces into 1 Enterprise Service Bus transaction model by understanding the tech stack for a large technology ecosystem comprised of code and infrastructure derived from acquisitions. Created and implemented a multiyear integration strategy with code library, standardizing and expediting platform integrations.

Smartlink, LLC

2013 – 2015

CHIEF INFORMATION OFFICER

Served as CIO for three companies (nationwide wireless cell tower deployment business, high-end executive subscription-based transportation company, and Chesapeake Bayhawks Major League Lacrosse team ownership) with four direct reports and 20

staff. Managed \$2.8M annual IT budget, platform availability, program and project management, reference architecture, and ERP application development. Oversaw up to 20 offshore resources, IT hosting and consulting team, 25 Bayhawks game-day staff, and Smartlink space expansion team.

- Implemented enhanced training for software developers, improving release timeframes by 50%.
- Partnered with CEO and COO to develop and automate the company's first Salesforce Automation pipeline with digital dashboards, enabling tracking and reporting of opportunities, sales closings, timelines, and revenues.
- Introduced software bug and defect reporting, leading to a 30% improvement in software quality.
- Negotiated offshore development staffing company agreements, reducing development costs by 50%.
- Invested in infrastructure hardware and network capacity to meet business demands, improving platform availability from 98% to 99.96%.
- Launched monthly executive operational reviews, providing transparency for IT roadmap, performance, and target setting.
- Retained SAP-certified development company and followed software development life cycle (SDLC) and resource capacity planning best practices, improving delivery times and code quality by 50%.

GXS

2011 – 2013

VICE PRESIDENT, COMMERCIAL OPERATIONS

Led global commercial operations with six direct reports and 100 employees, including short- and long-term strategic planning across data centers, networks, infrastructure, compliance, information security, and support services. Integrated infrastructure and operations of 2 companies acquired within the same year.

- Migrated legacy platforms to current technologies and implemented micro-level management of code changes and releases, improving service management ITIL v3 functions, YOY Mean-Time-To-Repair (MTTR), and defect ratios.
- Deployed HP tools to enable proactive notification, triage, and resolution, achieving highest global commercial platform availability in company history at 99.995%, up from 99.50%.
- Leveraged HP tool suite to monitor and alert for 24x7x365 global network operations center, proactively resolving 75% of network and infrastructure incidents without impacting commercial productions and operations availability.
- Developed Brazil's commercial operations service and organizational strategy for networks, hosting, infrastructure, and support services by standardizing and training tools and technologies globally. Updated Brazil's data center facilities, ensuring sufficient cooling, monitoring, and alerting to mitigate outages in timely manner.
- Served as executive sponsor to renegotiate most significant global network management services outsourcing controls, increasing services, bandwidth, vendor accountability, cost savings, and performance SLAs.
- Created and implemented workforce management strategy with increased resource capacity by leveraging centers of excellence and offshore staffing to meet employee retention and operating salary expense targets.

Sirius XM Radio, Inc.

2006 – 2010

VICE PRESIDENT, IT OPERATIONS & TECHNICAL SERVICES

Spearheaded execution and management of IT infrastructure and operations functions for revenue and customer-facing platforms with 7 cross-functional director and senior director direct reports. Oversaw organization of 172 employees with \$87M budget, supporting 7.6M subscribers.

- Consolidated legacy XM, call center networks, Sirius Data Centers, and corporate offices by migrating assets, decommissioning facility, standing up high-availability disaster recovery, and ensuring new servers are located in new facility. Achieved best company-owned facility utilization, reduced in-state footprint, eliminated unnecessary contract, and saved \$3.2M over 2 years.
- Renegotiated vendor contracts with favorable terms, saving \$1.4M.
- Invested in new hardware and storage at main production Data Center and retired end-of-life hardware infrastructure over several years, improving reliability from 98% to 99.9%.
- Designed and deployed "adopt and go" Sirius XM merger infrastructure solutions aligned with merger integration strategy including operating as "One IT," ensuring on-time, on-budget service delivery, aggressively reducing spend, improving communications, and driving solution agility and maturity.
- Contributed to consolidation and renegotiation of vendor contracts following merger and centralization of help desk, monitoring and alerting platform, and enterprise architecture organization, saving \$4M.

- Established Sirius XM's IT revenue operations to identify and remediate deficient billing transactions, improving year-1 revenue assurance by \$250K.

Sprint Nextel Corporation

2003 to 2005

Sr. Director, IT Operations Merger Integration Planning and Execution

Responsible for the development and execution of all pre-and post-merger IT Infrastructure and Operations synergy savings efforts for combined Sprint Nextel company totaling \$144M Operating and \$40M capital savings over 3 three years.

- Developed Infrastructure and Operations merger integration strategy, including synergy savings targets through the data center, network, call center consolidation, and contracts rationalization.
- Developed combined company IT Operations organizational model
- Improved critical platform availability by adopting ITIL v2 Availability Management discipline
- Responsible for design and requirement definition for Nextel's award-winning intranet business portal.

XO Communications, Inc.

Vice President, IT Infrastructure & Operations

2000 to 2003

Responsible for directing end-to-end IT Infrastructure, Operations, and Corporate Systems (ERP) organizations with overall budget responsibility of \$35M annually. This included Data Center Operations, Voice and Data Networks, Production Support, Vendor / Contract Management, and Desktop Services.

- Developed and deployed XO's I/T Operations strategic technology roadmap for Data Center Infrastructure for mission-critical platforms that drove Order Processing, Provisioning, and Billing Operations.
- Improved mission-critical application, infrastructure, and network availability to 99.9%
- Led the design, deployment, and support for Data Network services, integrating international locations into the XO US-based corporate network.
- Reduced vendor spending by \$4M via contract renegotiations with critical vendors such as Oracle, SUN, Microsoft, BEA, and Verizon Business.

MINDshift Technologies

1999 to 2000

Vice President, MINDshift Technologies

P & L is responsible for legacy Vistranet Communications professional services organization deploying technology solutions such as website development and hosting, corporate messaging solutions, firewall security services, e-commerce, voice services, video conferencing, information services, and professional consulting services.

Vistranet Communications Inc.

1997 to 1999

President and Chief Operating Officer / Co-founder

Vistranet Communications, a Building Local Exchange Carrier (BLEC) business, provides secure high-speed broadband access bundled with value-added technology services and solutions to small and medium-sized companies in sizeable multi-tenant office buildings. Responsible for managing and executing all company operations, P & L directives, and leading the company through a \$56M venture capital-based acquisition.

EDUCATION

Bachelor of Business Administration, Strayer University