

JOHN SMITH

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GLOBAL OPERATIONS – EXECUTIVE LEADERSHIP – SVP SYSTEMS ARCHITECTURE

Chief Information Officer with 25+ years of award-winning performance and visionary leadership delivering technologies that grow market share, fuel revenue growth, and catapult value. Highly regarded for managing complex organizations by engaging employees, breaking down silos, understanding operational challenges, and improving financial results. Recognized for consistently delivering results with innovative approaches to expansion, mergers and acquisitions, and new verticals. Decisive leader known for building and developing high-performance teams to accelerate transformation and deliver industry-leading technology solutions. Strong tenure showcasing numerous promotions into high-profile leadership roles.

SELECTED HIGHLIGHTS

- Established and led technology vision for the Mehold & Mehold Company and Tricorp Computer Systems. Directed global team of 5,000+ developers and engineers.
- Increased value of business and technology acquisitions by providing strategic and subject matter expertise in the preliminary and post-acquisition processes, optimizing technology integrations and delivering rapid return on investment.
- Made strategic gains in time-to-market and time-to-scale by transitioning specific applications and services to Amazon Web Services and Microsoft's Azure cloud platforms.
- Promoted to executive leadership, providing strategic vision and hands-on direction in the design and development of global software and systems solutions at Tricorp Computer Systems.
- Reduced costs by revising budget protocols and restructuring vendor contracts to improve SLAs and increase ROI for automated solutions and offshore resource utilization.

CORE COMPETENCIES

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| ❖ Enterprise Architecture | ❖ Technology Strategy | ❖ Mergers & Acquisitions |
| ❖ Application Development | ❖ SaaS/Hosted Web Applications | ❖ Process Automation |
| ❖ Business Process Mapping | ❖ Data Center Infrastructure | ❖ Embedded Systems |
| ❖ Data Mining / Big Data | ❖ Global Team Leadership | ❖ Strategic Planning |
| ❖ Systems Analysis & Integration | ❖ Data Analysis & Reporting | ❖ Project Management |

PROFESSIONAL EXPERIENCE

The Mehold & Mehold Company / Tricorp Computer Systems, Miami, FL: 2006-Present

Chief Information Officer

Established and led technology vision for Mehold & Mehold during and after its transition from public to private ownership. Directed global team of 5,000+ to create revenue generating products and service offerings for the automotive retailing industry.

- Increased revenue by providing strategic leadership in the design and development of customer-centric technologies, deploying industry-leading solutions in SaaS-based managed services, enterprise software, and embedded systems.
- Reduced costs while maintaining SLAs by eliminating technical bottlenecks and streamlining development cycles.
- Developed direct reports with leadership potential by providing hands-on mentorship to progress into leadership roles.
- Increased value of business and technology acquisitions by providing strategic and subject matter expertise in the preliminary and post-acquisition processes, optimizing technology integrations and delivering rapid return on investment.
- Implemented best practices in the consolidation of internal customer and partner data to provide role-based intelligence at point of performance.
- Projects Delivered:
 - **\$90M Post-Acquisition Integration:** Transitioned core applications of acquired business from terminal (green-screen) based to Windows GUI applications. Oversaw global project, leading 500+ systems developers and 150+ application developers in the design and implementation of comprehensive architectural framework and core API programming initiatives.
 - **\$75M System Redesign and Deployment:** Automated critical software updates to enhance system security, reduce bandwidth requirements, and deliver long-term scalability for 200,000+ enterprise users.
 - **\$50M Design & Development:** Built the integration hub for xyz.com, comprising 200 third parties in addition to the Mehold customer base of 2,500+ Successfully delivered better than 99.99 reliability and real-time messaging support.
 - **\$15M React/Redux:** Transferred web applications to React/Redux, improving app performance and user experience.
 - **\$12M Cloud Development:** Made strategic gains in time-to-market and time-to-scale by transitioning specific applications and services to Amazon Web Services and Microsoft's Azure cloud platforms.

Tricorp Computer Systems, Miami, FL: 1998-2006***Vice President Systems Software & Engineering: 2003-2006***

Promoted to executive leadership, providing strategic vision and hands-on direction in the design and development of global software and systems solutions.

- Reduced costs by revising budget protocols and restructuring vendor contracts to improve SLAs and increase ROI for automated solutions and offshore resource utilization.
- Grew revenue by leading the company's global migration to a VoIP telephony solution, delivering on the key acquisition strategies by streamlining the integration of multiple locations across the US, Europe, and Africa.
- Led the recruitment and development of a global IT team of 70 specializing in international systems, applications development, technology architecture, business analytics, networking, and data centers.
- Decreased network downtime and increased customer satisfaction by improving global quality standard.
- Projects Delivered:
 - **\$50M Post-Acquisition Integration:** Led the deployment of a highly scalable and fault-tolerant system that allowed rapid voice application development and successfully provisioned the voice technology platform for two key acquisitions. Improved the company's global service offering and enhanced call tracking solutions for XYZ and ABC's customers.

Manager Systems Software Development: 1998-2003

Led software development and systems integration initiatives, supervising a team of 20 engineers and developers.

- Increased revenue by researching, developing, and deploying highly scalable fault-tolerant systems and applications.
- Developed direct reports by providing mentorship, performance reviews, and individually-tailored development plans.
- Improved requirements analysis and specifications by creating analysis and design documents, optimizing the development, testing, deployment and integration of software solutions.
- Implemented best practices for all aspects of delivery from requirement gathering to go-live.
- Projects Delivered:
 - **\$20M System Design & Development:** Architected and built a virtual machine (IBM S/370, running x86 based servers on a Windows OS). Integrated 20+ million lines of code of the company's Dealership Management System. Final system became the only solution offered by the company over the next 7 years and all IBM-based systems at customer sites were successfully converted to this new technology. Delivered project 5 months ahead of schedule.

Additional Experience:

Tricorp Computer Systems, Software Developer, Miami, FL: 1993-1998

Tricorp Computer Systems, Technical Support Supervisor, Miami, FL: 1990-1993

Tricorp Computer Systems, Technical Support Specialist, Miami, FL: 1988-1990

EDUCATION

University of Miami, Miami, FL: BA in Computer Science