

THOMAS SCHERER

123 Main Street • Acworth, Georgia 01234

Home: 678-398-0589 • Cell: 678-668-9927 • thomas.scherer@mailbox.com

CHIEF INFORMATION OFFICER / CHIEF TECHNOLOGY OFFICER

Create leading-edge value propositions pivotal in driving forward strategic technology initiatives, strengthening the efficacy of IT operations, and creating the framework to yield significant cost savings

Leverage technology as a driving force in fueling revenue/profit growth and business success, aligning IT initiatives with corporate objectives. Vision-driven leadership style highly effective in developing top-flight management teams and service-driven IT organizations that surpass all measurable parameters for quality, customer satisfaction, and ROI. Combine keen business/finance acumen with the unique talent for going beyond the numbers to visualize the full strategic picture, translating corporate vision, mission, and goals into tangible results. Strong driver of end-to-end business transformation rather than simple IT change, with impact spanning multiple lines of business in a global environment.

AREAS OF EXPERTISE

*Strategic IT Planning/Execution
Business Process Reengineering
Vendor & RFP Management
Service Delivery Management*

*Organizational Leadership & Development
Performance Turnaround & Improvement
Enterprise-Wide Technology Migrations
Multi-Million Dollar P&L Management*

*Solutions Design & Deployment
Large Account Administration
Team Building & Leadership
Customer Responsiveness*

PROFESSIONAL EXPERIENCE

INNOVATIVE SOLUTIONS, LLC – Atlanta, GA

1999-Present

Fortune 500 company; leading independent provider of management systems and services.

Senior Vice President / Chief Information Officer, 2006-Present

Promoted into the CIO position to rebuild the Information Technology organization and serve as a critical business partner to the executive leadership group. Contribute to strategic business planning and solutions leveraging technologies to drive revenue and profit growth, process improvement, and operational efficiency, routinely delivering presentations to the Board of Directors. Direct a team of seven senior managers, 350 employees, and 200 contractors across seven countries, with responsibility for eight different P&Ls across three business divisions (totaling \$135 million).

- Integral in supporting a dramatic growth in business lines (65% annually) by partnering with business leaders to develop technology investment strategies supporting revenue growth and profitability optimization.
- Restored the IT organization's credibility by implementing critical technologies supporting increased productivity and dramatically improving the IT team via focused leadership and career development programs.
- Optimized the delivery of IT services – cut total IT spending 15% (\$24 million) while increasing funding for strategic projects by over 50% (+\$10 million).
- Served as the executive sponsor on several strategic sales accounts, leveraging relationships to generate \$45+ million in new revenues and increase the average customer spend by more than 70%.
- Captured \$7.5 million in annual savings through design/launch of enhanced billing and customer care systems and drove customer satisfaction ratings to over 95%, the highest survey results in company history.

Vice President - Global Oracle Integration, 2005-2006

Requested by the Chairman/CEO to orchestrate the turnaround of a twice-failed, \$160 million, global Oracle implementation and reverse the significant decline in service responsiveness. Directed a massive technology migration; built a cross-functional team, empowering members to act as change agents in driving process improvements, developing key operational metrics, and tracking the organization's health as business process changes were implemented.

- Completed the deployment in less than 18 months, capturing \$100+ million in recurring annual savings and successfully reinstating the company's previous high standards of customer responsiveness.
- Delivered a 10% reduction in IT expenses by streamlining the IT support and data center environments.

Vice President - IT Infrastructure, 2001-2005 • Director - Great Lakes Region, 1999-2001

Initially recruited to direct provision of IT services to the Great Lakes Region, managing a team of 30, a \$45 million expense budget, and oversight for the region's infrastructure, applications, and reporting. Following the successful consolidation of the region's multiple information technology systems into a single financial, sales, and service system,

handpicked over peers by the CIO to direct the national consolidation of IT infrastructure services, combining 13 data centers into a centralized focal point for service delivery, providing consistency reliable service.

- Deployed a state-of-the-art technology structure that enable centralization of 20+ call centers into three national customer care centers, eliminating \$19 million in annual costs and improving call center service levels 25%.
- Created the framework that led to a \$35 million expense reduction over five years by directing centralization of the telecommunication bill payment system.
- Built a global help desk team from the ground up, improving satisfaction ratings from 65% to 90% and higher and recouping \$15 million annually on field-based PC services.
- Directed key initiatives, including the separation of IT services on several key divestitures – one as large as \$1 billion and 400 employees – and a \$170 million strategic IT outsourcing program.
- Orchestrated the \$14 million design/construction of the company's expanded data center, which increased availability to 99.995% and reduced annual costs by 30% (\$4 million).
- Served as the key architect in development of the company's Sarbanes-Oxley program for all IT operations.

THE GREEN GUYS – Green Bay, WI

1998-1999

Global leader in premium commercial cleaning/sanitizing services for the hospitality, institutional, and industrial markets.

Senior Manager, Global Network Services/Telecommunications, 1998-1999 • Senior Manager, Financial Applications, 1998

Joined the business team tasked with implementation of a new JD Edwards financial system in the accounts receivable area. Immediately recognized mismatches with the proposed solution that proved an incompatible fit and partnered with the CIO to close out the initiative gracefully, preventing company from making a \$500,000+ mistake. Helped refocus the team on determining a better course of action to achieve the desired objectives. Transitioned to the Global Network Services and Telecommunications Division, heading up a team challenged to consolidate global IT services.

- Captured a 20%+ annual savings (net \$5 million) by centralizing and standardizing the engineering/support of global network and telecommunication services for the 55 U.S. locations and 16 international sites.
- Cut server/network outages 75% by introducing change control processes, daily reviews of network health/status, standardization of devices, root cause analysis, and proactive management of key vendors.

WMS COMPANIES, INC. – Green Bay, WI

1990-1998

Leading provider of private wealth management services.

Vice President, Financial Operations / Chief Technology Officer, 1995-1998

Vice President, Information Technology, 1993-1995 • Director, Information Technology, 1990-1993

Controlled the IT systems, infrastructure, and security critical to the protection and accuracy of \$2.5 billion in client securities, including stocks, bonds, mutual funds, real estate, derivatives, and cash.

- Cut IT expenses >15% and created the means to deliver real-time information to clients by devising a new financial operations system. Accelerated trade execution speed from minutes to sub-second.
- Supplied company with in-depth research/analysis of foreign equity/currency markets, fueling development of a \$750,000 revenue pipeline of subscription income paid by global institutional investors.
- Positioned company to earn the highest federal security rating through a comprehensive security program.

EARLY EXPERIENCE includes work as a **Senior Field Service Engineer** for AVS, Inc. (Green Bay, WI; 1987-1988) and as a **Management Information Systems Administrator** for the County of Brownwater (Green Bay, WI; 1988-1990).

CREDENTIALS

Executive Development Program – Cornell Institute of Executive Education

S.C. Johnson Graduate School of Management, CORNELL UNIVERSITY, 2007

Mini-Masters of Software Design and Development, COLLEGE OF BUSINESS, UNIVERSITY OF WISCONSIN, 1997

Computer Technology Degree, BROWNWATER TECHNICAL COLLEGE, 1987

Training & Professional Development: Six Sigma Certification (Green Belt); Gartner CIO Academy, Gartner Group, 2007; IBM Forum on Global Leadership, IBM Corporation, 2007; Leading Innovation, American Management Association, 2006; Document Management Solutions Executive Development Program, 2002

Affiliations: CIO Executive Board (Governing Body Member), 2006-Present; Global Leadership Forum, 2007-Present; Society for Information Management, 2000-Present; Telco Inc. Corporation Executive Steering Committee, 2001-2007