CIO | CIO Professional Services LLC

| **David Philippou** | **Associate** | **Chicago, IL** |

Summary David is an influential and transformative global CIO with 20+ years in IT. Leveraging exceptional team leadership, business knowledge and broad IT experience, he generates business value through strategy, innovation and execution. He drives cross-functional collaboration by speaking the language of C-level executives, IT professionals and business functional teams.

David has deep multi-level expertise across the IT spectrum encompassing applications, development, infrastructure, service desk, analytics, cybersecurity and governance. As a lifelong learner, he builds high performing teams through example, balancing technical, business and communication skills to position IT as a true business partner.

Expertise

- IT / Business Strategy
- IT Governance
- Innovation / Emerging technology
- Project Portfolio Management
- Acquisitions & Divestitures

- Change Management
- Crisis Management
- Budget / Cost Optimization
- Infrastructure Management
- Negotiations / Contracts

- DR / Business Continuity
- Team Development
- ITIL / Service Desk
- Cybersecurity
- Diplomacy / Collaboration

Industry Verticals Served
Retail B2C, Wholesale B2B

Representative Experiences

- ***Built a high performing global IT team*** – Consolidated multiple service desks in US, Canada, Europe and Asia to one global follow-the-sun support operation. Implemented ITIL principles to move from reactive to pro-active IT, ensuring tactics followed strategy. Consolidated IT projects to one global IT project portfolio prioritized on business value and introduced Agile Project Management to adapt to evolving business priorities. Augmented team's technical skills through ITIL, EQ and business training. Reduced cost of IT by 40% over 3 years while greatly improving on service delivery, risk reduction and user satisfaction.

- ***Transformed IT infrastructure*** – Completed upgrade and renewal of LANs, WANs, Wi-Fi, Firewalls, SANs, and VOIP telephony across 15 sites in NA, Europe and APAC serving 500+ users. Virtualized entire server estate with cloud DR and business continuity plan. Migrated entire user estate to Windows 10 and Office 365. Transformed IT performance in China offices through introduction of MPLS and local 3rd party support.

- ***Developed business aligned strategy for global application transformation*** – created business plan for replacing multiple legacy and siloed apps with a modern agile application landscape encompassing cloud ERP, WMS, CRM, DAM, eCommerce, PLM, and PXM. The proposal included growth and savings opportunities in line with the strategic initiatives of the business and predicted a compelling ROI.

- ***Transformed IT Security*** – Used "CIS top 20" to develop a 2yr cybersecurity strategy. Implemented user awareness training, patching, malware prevention, ransomware protection, breach detection, access controls and incident response procedures. Using pareto principles to prioritize on probability and impact, the most significant risks were mitigated within the first few months with minimal incremental cost.

Past Employers
Enesco LLC (Itasca, IL, US), Enesco Ltd (Carlisle, England)

Education, Training & Certifications
BSc Hons, Mathematics, University of York, York, England
Diploma, Management, West Cumbria College, Workington, England
ITIL Foundation Certificate, PRINCE2 Foundation Certificate
LeadOn University Executive Leadership program