

Summary Mike has an extensive background in leading dynamic technology teams and aligning business and IT strategies and following through to implement execution of those strategies. Mike's 30 years of experience as a business-driven CIO is specifically focused on process improvement, cost management, organizational design and on time delivery of products.



Mike has managed large, multi-national teams and is well versed in the software delivery process and how to drive efficiencies and customer satisfaction throughout the process. His experience includes a variety of industry verticals as well as responsibility for entire divisions and consulting services organizations with P+L responsibility. Mike has worked globally launching and managing businesses in Canada, Ireland, UK, Germany, France, Australia and Japan.

Consulting Areas

- Information Technology
- Software Product Delivery
- Data Capture and Hygiene
- Software Implementation
- Outsourcing
- Interim/Fractional CIO Support
- Customer Service and Support
- Operational Excellence

Expertise

- Strategic Planning
- Software Product Delivery
- Infrastructure Planning and Management
- Business /IT alignment
- Channel Sales/Analytics
- Budgeting
- Vendor Management
- Project Management
- Organizational Architecture

Industry Verticals Served

High Tech, Commercial Software, Channel Sales and Analytics, Data Management, Marketing, Aerospace & Defense, Transportation

Representative Experiences

- **Operational Improvement** – Brought in to turn around operations of Channelinsight, an unprofitable SAAS company that was losing clients. Improved efficiency via substantial cost savings and process improvement as well as stemming the client attrition. These efforts led to revenues exceeding expenses and initial profitability resulting in the company being acquired 2 years later.
- **Channel Sale Management and Analytics** – Responsible for North American consulting services and software development for Model N/ChannelInsight who's consolidated revenue management and channel sales management platforms utilized customer sales data to optimize sales through distribution channels via data driven performance analysis.
- **Organizational Consolidation** – Tasked with analysis, decision and consolidation of multiple email marketing platforms that had been acquired in a piecemeal manner. Delivered a thorough analysis of platforms, people and features to the company with a recommendation that was subsequently accepted. The result was elimination of 2 platforms with standardization on a third delivering \$5 million in savings.
- **Project Recovery** – Was brought in to save a very large-scale software implementation project for Model N (customer Intel). After 18 months of failed deliveries, took responsibility, reorganized the team, instituted change management processes and within 6 months achieved the first solid delivery. The customer was turned around and extended the project resulting in saving the potential loss of a \$8MM contract.
- **Senior VP of Engineering and CIO** – Served as CIO managing global engineering, infrastructure, vendor contracts, cost management, product delivery and design/deployment of data centers worldwide for Epsilon's Data Division. Successfully delivered Epsilon Data Division's first commercially viable software product on time and under budget with responsibility for design, development, deployment, maintenance and support.

Recent Clients

TVC Marketing, Juniper Networks, Intel, Samsung, AMD, TE Connectivity, Sharp, Shoretel, Honeywell, Corning Life Sciences, Cambium Networks, Fairchild Semiconductor, Fortinet, Panduit, Qualcomm, Sonos

Past Employers

Model N, Channelinsight, Epsilon, Unidata, Contel, International Business Services

Education, Training & Certifications

B.S., Computer Management Science, Regis College, Magna Cum Laude