**MICHAEL HUTHWAITE**

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**TECHNOLOGY & OPERATIONS EXECUTIVE**

**Forward-thinking business executive who creates and implements strategic plans that transform businesses into successful and profitable organizations. Exceptional ability to communicate a vision and use innovative technologies to generate operational excellence, ignite the customer experience, and launch products in the market while ensuring enterprise security and intelligent fiscal investments.**

* Innovative and transformative IT Leader with 15+ years of success in delivering multi-million-dollar growth.
* Trusted executive who develops high-performing teams through a culture of purpose and collaboration.
* Expertise in leading internal, vendor, and project teams to deploy key digital and technology solutions.

***Selected Accomplishments:***

*Data Visualization* ***–***Consolidated multiple data repositories to create a data lake resulting in improved customer analytics for sales and slashing month end closing processing times by over 50% for accounting. Developed breakthrough metrics system to track internal performance measures and re-energize efficiencies.

*Digital Transformation* ***–*** Developed a new e-commerce platform, boosting revenue by more than $10M/year – over 4% of company sales – and expanding customer base. Designed groundbreaking application to retain new clients, catapulting revenue opportunities to $25M annually.

*Visionary Leadership*–Proven top leader in variety of ownership models. Focused on process and people to enable technology solutions to move businesses forward.Provided guidance, training, and the implementation of a “work smarter, not harder” climate.

***Executive Strengths:*** Strategic Planning & Execution, Executive Leadership, Digital Transformation, Budget Administration, Contract Negotiation, Capital Investments, Technology Infrastructure, Data Mining & Analytics, Enterprise Solutions & Implementation, Cyber Security, Vendor Management, Compliance, Cost Optimization, Change Management, Operations Management, Problem Resolution, Project Management,

**CAREER EXPERIENCE**

**FRACTION CHIEF INFORMATION OFFICER**, CFR Compliance Group Jun 2019 – Present

Leveraged as a fractional executive leading technology infrastructure, equipment solutions, and cyber security for a safety & health consulting firm.

* Contributed executive insights to improve operational processes and project management. Standardized all computing platforms, consolidated applications, and moved data to a secure, cloud-based architecture.
* Led the automation of report generation, improved analytics provided to clients, and developed an online application to process front-end data gathering that replaced a faulty manual process.
* Championed IT transformations that have driven efficiency in internal and customer-facing functions critical to supporting the company’s significant growth and enabled a 30% increase in profitability.

**CHIEF INFORMATION OFFICER,** Red Coats, Inc., Bethesda, MD Aug 2017 – May 2019

Recruited to lead IT and business strategy for a $400M privately held company with 14,000 employees across four business entities providing commercial janitorial services (Red Coats), building security (Admiral Security), access control services (DataWatch Systems), and building management (Peel Properties) across the US. Led a staff of 19 FTEs and a 20-person contract group with an annual budget of $20M.

* Opened the door to over $25M in incremental revenue by leading the development of a proprietary application that replaced costly licensed software used to track and document security guard activities.
* Led a corporate move with upgraded technology solutions for 1,000 employees. Consolidated 70 physical servers into 18 virtual servers (local & cloud) and migrated 200TB of corporate data with zero downtime.
* Improved “uptime” to over 99% by migrating a frequently failing data center into two separate centers with power redundancy, circuit redundancy, and complete environmental controls for business continuity.
* Negotiated service agreements with managed service providers, including Dataprise, Verizon, and T-Mobile/Sprint. Eliminated redundancies to achieve savings of $600K per year (a 25% reduction in spend).
* Launched a ticketing system that improved department productivity over 1,000% after only 6 months.

**CHIEF INFORMATION OFFICER**, TW Perry Enterprises, Gaithersburg, MD Feb 2014 – Aug 2017

Directed infrastructure overhaul, developed enterprise systems, and used technology and data analytics to drive business growth for a privately held $380M building materials supplier with 400 employees. Partnered with executive peers in merger & acquisition due diligence. Managed an annual operating budget of $5M.

* Developed a $300K e-commerce platform boosting web traffic 75% and revenue by more than $10M/year.
* Created and deployed GPS route planning to optimize fleet delivery processes, surging efficiency by 30%.
* Over $380M in revenue was tracked via spreadsheets. Leveraged unused ERP/CRM/POS functionality to automate processes and add security. Expedited monthly closing process from 4 weeks to 3 days.

**EXECUTIVE CONSULTANT / FOUNDER, Huthwaite & Associates, LLC Jun 2009 – Feb 2014**

Contracted to partner with C-Suite executives in strategizing, developing, and implementing operations and technology solutions that move businesses forward.

**Director IT Incident Management – American Red Cross:** Contracted to transform the Incident Management department and processes. Led an internal team and vendor resources with a $10M budget. Within 9 months, reduced Incident Response Time by 30% and improved Incident Resolution Time by up to 50% in categories. Migrated 24,000 national users to Office 365 with less than 1% downtime.

**Head of Desktop Engineering** **– Bridgewater Associates:** Retained to deliver a virtual desktop solution integral to building a brand-new trading floor supporting a $140 Billion hedge fund. Lead a team of 5 Engineers to develop a customized computing platform that would allow users to log in to any machine and have the exact data, applications, and experience to support a fast-paced, data-critical workspace.

**Executive Technology Consultant – Orapharma Dental Pharmaceuticals:** Engaged by a subsidiary of Johnson & Johnson to build an IT infrastructure from the ground up. Led a team of consultants and engineers from West Monroe Partners in a four-phased project with a $750K budget. Delivered a completely unified communications solution that integrated Microsoft Link for voice/video communications with Microsoft Office for productivity and connected into Microsoft Dynamics CRM solution, all on time and $30K under budget.

**IT Asset Management Consultant – NBC/Universal Global Media:** Charged with leading a team of Software Asset Management Consultants to assess the license position of applications in use at NBC/Universal to designate ownership prior to selling a division of the company to Comcast. Over a six-month engagement, led team to identify, catalog, and tag ownership for over 2,000 unique software applications and licensing contracts.

**Interim/Acting CIO – Country-Wide Insurance Company:** Contracted by a privately held Property & Casualty insurance company with 300+ employees and 100+ independent agents. Developed a strategic plan and led staff of 30 that successfully improved communication with the business, cost-effectively replaced outdated hardware and software, and eliminated widespread security risks. Established a Network Operations Center with trackable tickets and metrics and implemented SDLC and Change Management practices.

**PRIOR ROLES**

**Director of IT Infrastructure**, Guardian Life Insurance Co, New York, NY

**Practice Manager, Internetworking Solutions,** SiemensBusiness Services GmbH & Co. New York, NY

**EDUCATION & PROFESSIONAL DEVELOPMENT**

**Executive MBA Certificate,** George Mason University | School of Business, Arlington, VA

**Bachelor of Science, Computer Science**, Adelphi University, Garden City, NY

PMP | Certified Project Manager | Project Management Body of Knowledge (PMBoK)

COBIT | Control Objectives for Information and Related Technology

CITAM | Certified IT Asset Manager, IAITAM Certification

LSSYB | Lean Six Sigma Yellow Belt, Certification and ITILv3 | ITIL Methodologies, Advanced Training

**PROFESSIONAL AFFILIATIONS**

SIM | Society for Information Managers, Member since 2011

(President/Chairman, Capital Area Chapter 2017 – Present)

CIOPN | CIO Professional Network, Member since 2021

HMG | HMG Strategy CIO Advisory Board, Member since 2016

TENG | Technology Executive Networking Group, Member since 2009

AITP | Association of Information Technology Professionals, Member since 2007

IAITAM | International Association of IT Asset Manager, Member since 2006

**TECHNOLOGY**

***Enterprise Systems***: Salesforce, SAP/Crystal Reports, Infor/Lawson ERP, MS Office 365, SharePoint, Teams, Kronos, Tableau, DQ Technologies, Everbridge, Verizon Connect GPS, Yardi, ECI, Constant Contact, iCIMS, & more.

***Platforms & Tools***: Windows, Unix, IBM, Dell Servers, VMWare, AS400/Power iSeries, Barracuda, Cisco, HPE, Azure Cloud Services, Microsoft Hyper V, SQL, VoIP, Citrix, Android OS, Apple iOS & more.