

## CIO | CTO | BUSINESS TRANSFORMATION & PROGRAM MANAGEMENT

Multi skilled senior executive with extensive, global experience in Information Systems, Operations, Project / Program Management and Business Transformation including Start-Ups. Board of Director experience.

Expertise in multi-channel retail, digital, eCommerce, omni channel, web technology, ERP package implementation, wholesale, supply-chain, logistics, cloud computing, project management and outsourcing.

Worked in North America, Europe & APAC including China. Proven record of building and developing high performing and culturally diverse teams, as well as ability to engage and influence stakeholders while navigating through ambiguity.

- **IT Leadership:** In-depth knowledge of systems and business to successfully lead global IT organizations to deliver cross-functional solutions across countries
- **AI:** Expertise to develop and execute strategy to drive competitive advantage, efficiencies and cost savings
- **Business Transformation:** Led large & complex transformation initiatives to streamline business processes and restructure the organization supported by a digital/IT roadmap resulting in significant cost savings and enhanced productivity
- **Project/Program Management (PM):** Successful track-record in leading global strategic business and technology initiatives, including digital and e-Commerce initiatives

### AREAS OF EXPERTISE:

- |                                   |                                   |                                 |
|-----------------------------------|-----------------------------------|---------------------------------|
| ✓ Artificial Intelligence (AI)    | ✓ Infrastructure Management       | ✓ Relationship Management       |
| ✓ Business Development            | ✓ Global eCommerce & Omni Channel | ✓ Retail & Supply Chain Systems |
| ✓ Business Strategy               | ✓ Global Team Development         | ✓ Revenue & Profit Growth       |
| ✓ Business Transformation         | ✓ Logistics Management            | ✓ SAP Implementation & Support  |
| ✓ Corporate Systems: Finance & HR | ✓ M&A / Business Buybacks         | ✓ Shared Services Operations    |
| ✓ CRM & Digital Technology        | ✓ Outsourcing & Consulting        | ✓ Strategic Planning & Analysis |

### EXPERIENCE & NOTABLE CONTRIBUTIONS

**AETURNUM** • New York • July 2020 - Present

#### INTERIM CTO/CIO

Providing technology and business consulting - helping start-ups evolve to a digital first mindset, leading strategic business and technology projects, focused on operations excellence and assisting with the development and execution of technology strategies.

- Providing Interim CTO/CIO/COO Leadership for Clients – currently interim COO for Retail Start-Up
- Advisory Services for Start-Ups
- Project Leadership for Strategic Projects

**TAPESTRY (Coach, Kate Spade & Stuart Weitzman)** • Singapore • Sept 2017 – June 2020

#### SENIOR VICE PRESIDENT (SVP), PROJECT MANAGEMENT & BUSINESS DEVELOPMENT

Drove business growth in current and new emerging markets leveraging technology as needed. Led key strategic projects in China, Hong Kong, Australia/New Zealand, Singapore, Malaysia, Japan, Indonesia, Vietnam, Macau, Taiwan and North America. Key member of the global Kate Spade leadership team responsible for global business and organization strategies with focus on eCommerce & Digital.

- Established strategy and implemented vision for shared services (IS, finance, logistics and HR) for China, Hong Kong, Macau, Taiwan, Australia and New Zealand.
- Identified global AI opportunities (consumer sentiment, market intelligence, demand forecasting and chatbots) to provide competitive advantage, efficiencies and cost savings.
- Led and managed key global strategic projects working with global cross-functional teams to deliver business benefits, efficiencies and cost savings –
  - Digital & Technology: Managed both deployment and integration of systems - Ecommerce, Retail, Finance, Planning, Supply-Chain, Logistics and HR/Payroll Systems across Asia and North America. Extensive experience working with SAP, Demandware, Salesforce, ADP, Kronos, Magenta Retail, Concur, Joor, Sterling Commerce, and AWS
  - Others: Licensed Products In-House, Direct Shipment from Factories & Duty Savings Leveraging Free Trade Agreements.
- Directed Taskforce to drive Kate Spade business growth in Greater China & South-East Asia. Appointed to the Board of Directors for the Kate Spade Greater China Joint Venture to define and execute business strategies.

- Interim Country Head for Australia/New Zealand (ANZ) - guided all Retail and Operations in the market with full P&L ownership. Drove positive comparable same-store sales and overall double-digit growth in market for Coach Brand.
- Led business buybacks (\$150M+) across APAC to provide additional revenue and growth for Tapestry brands. Drove projects from start to finish delegating tasks to team as needed - negotiations, due diligence, systems deployment and cross-functional integration. Helped set-up in country organization post buyback.

**BEYOND BARRIER CONSULTING • Australia, Hong Kong, China, India & US • Sept 2016 – Sept 2017**

**CHIEF OPERATING OFFICER (COO)**

Provided Systems strategy, operations efficiency, logistics, and Program Management expertise to drive revenue and growth for global clients.

- SAP Advisor for American Brand in the middle of global implementation.
- Strategic IS and business advisor to Incentivio, cloud-based start-up, providing a marketing platform for building personalized relationships with customers, focused on restaurants and retailers.

**COACH, INC. • New York • March 2001 – Sept 2016**

**SENIOR VICE PRESIDENT (SVP), BUSINESS TRANSFORMATION - NEW YORK • 2015 - 2016**

Led Coach Inc.'s global operational efficiency project focused on streamlining the organization and processes to create a true global, multi-brand company. Examined every aspect of the business to find sustainable, scalable and cost-effective solutions to be more agile and remove duplicative processes. Project sponsored by the Global CEO. Reported to Global COO and interacted extensively with all members of the Coach Operating Group based in the corporate NY office.

- Worked closely with Boston Consulting Group on creating a more streamlined corporate structure enabling Coach to be more responsive to rapidly changing business conditions. Generated cost-savings of \$150M+.
- Successfully supported simplifying and streamlining processes for: Merchandising, Planning, Inventory Management, Marketing, Product Development, Costing, Wholesale, Finance and Samples Management.
- Contributed to the development of the Global IS Transformation Strategy including SAP S/4, Point of Sale (POS), eCommerce & HRIS Systems.

**SVP, IS (INTERNATIONAL CIO) & HEAD OF ASIA SHARED SERVICES (COO) - SHANGHAI • 2014 - 2015**

Directed teams of 150+ in China, Hong Kong, Japan, Korea, Taiwan, Singapore, Malaysia, Vietnam, France, Spain, Portugal, Germany, Ireland, UK and US. Accountable for Asia Shared Services including all logistics, distribution, procurement, HR operations, finance and IS.

- Focused on strategy, developing and leading teams, outsourcing when cost-effective, and successfully slashed costs of global business processes. Asia Operating Group member to define Asia organization and business strategies.
- Led Global Corporate Systems team - developed the Corporate Systems Roadmap with focus on leveraging SAP for finance & local systems for HR.
- Collaborated with the Global business process outsourcing efforts of finance transactional activities, resulting in over \$5M+ in savings.
- Drove employee retention and improved engagement scores through training, increased collaboration, focused on high performers and frequent communication leveraging town-hall meetings.

**SVP, INTERNATIONAL IS (INTERNATIONAL CIO) & INTERNATIONAL PMO - HONG KONG • 2014 - 2014**

Functioned as International CIO, overseeing systems for all of Coach in Asia, Europe, Latin America, and the Middle East. Directly reported to the Global CIO and the President, International.

- Skillfully led cross-functional teams, driving key business and IS initiatives in support of the brand transformation.
- Acted as Chief of Staff for President, International and provided project management support for key strategic initiatives working closely with all International Business heads.
- Continued ownership of Asia Logistics, Distribution and HR Operations.

**SVP (ASIA CIO), SYSTEMS, LOGISTICS, & HR OPERATIONS - SHANGHAI • 2013 - 2014**

Supervised logistics, distribution, IS, as well as HR operations for Asia - all non-finance areas of Asia Shared Services. Key projects delivered: Ipad Pilot in China stores, allocation system roadmap (JDA), regional stores helpdesk strategy, Free Trade outsourcing strategy. Provided leadership for over 100 full-time employees with an operating budget of \$30M+.

- Developed Asia Regional eCommerce Strategy; facilitated the China eCommerce and third-party site launches across Asia.
- Implemented operational improvements and improved KPI's for the HR operations team. Ensured accurate data entry and payroll processing for all Asia markets (excluding Japan).
- Successfully transitioned Europe business from a distributor to fully Coach operated model.
- Asia Operating Group member to define Asia organization and business strategies.

**SVP, SYSTEMS & LOGISTICS, (ASIA CIO) - HONG KONG • 2012 to 2013**

Focused on strengthening the regional IS and logistic teams based in Shanghai, Dongguan, Hong Kong, Korea, Taiwan, Singapore & Tokyo.

- Developed/improved IS Shared Services for entire region and provided global support.
- Key projects implemented: SAP Rollout for Asia, local and regional distribution centers strategy, Consolidation Center for distribution in Vietnam, Name Capture in Stores on Ipads in Japan, Ipad Rollout to all stores in Japan, China and Enhanced Marketing sites for Asia. Successfully transitioned retail business in Korea and Malaysia to in-house from the distributor.
- Interim South-East Asia Country Manager for 6 months, led the Retail business and propelled retail growth in Singapore and Malaysia Retail business by 40%.
- Assisted in the logistics and distribution Asia footprint to support the business strategy.

**REGIONAL VICE PRESIDENT, ASIA SYSTEMS (ASIA CIO) - HONG KONG • 2010 to 2012**

Established high-performing regional IS team, portfolio and budget management process in Asia. Key projects: Customer Loyalty program, Wireless in the stores, stores intranet, time and attendance system, Asia distribution center stabilization, Mobile eCommerce rollout in Japan, network upgrade for the retail stores, Standard point of sale solution (POS) for Asia, Office 2010 upgrade, collaboration tool for service providers, standard SLA's (service level agreements) and automation of store reporting.

- Developed Asia IS Strategy and 3-year implementation roadmap. Transitioned retail business in Singapore and Taiwan from the distributor back to Coach.
- Implemented regional data center in Hong Kong – first data center outside of New York that helped provide real time redundancy for critical systems.
- Improved and implemented business continuity plans for the region and implemented disaster recovery plans in region.

**VICE PRESIDENT, GLOBAL RETAIL SYSTEMS - NEW YORK • 2008 to 2010**

Delivered technology support for global retail, merchandising, planning, store operations, loss prevention, inventory control, finance and retail field, architecture, coach.com, creative and direct marketing business units in the US, Japan and China.

- Developed long-term global POS strategy for North America, Japan and China.
- Directed and implemented pilot platform for the eCommerce outlet business, migrated coach.com site to a new platform (WebSphere) and launched Japan eCommerce website.
- Supported the migration of the China business from the distributor to Coach.
- Collaborated in the development of global CRM IS strategic plan and global database strategy.
- Global Projects: China informational website rollout; Success Factors for performance reviews, goal setting and succession planning; Customer database for the China business; Time and Attendance system for the Japan Retail business; Labor Scheduling vendor for North America Retail.

**DIVISIONAL VICE PRESIDENT, GLOBAL RETAIL SYSTEMS - NEW YORK • 2006 to 2008**

Worked closely with the President of North America (NA) Retail to deploy systems to help provide automation and efficiencies in stores.

- Partnered with CIO and IS Leadership team to successfully implement the IS Project Management Office.
- Effectively designed and deployed a custom planning system for the US Wholesale business, improving efficiencies by 300% within the department. Deployed a web enabled sales order entry system for the International Wholesale distributors that enabled in process efficiencies and error reduction.
- Implemented in-store inventory applications, time and attendance systems, clienteling and secure customer database systems in NA. Deployed Buy Online Pick-Up feature, pricing/promotion system, SAP upgrade to ECC 6.0, allocation system (JDA), Cognos reports and rollout of POS software in all Japan stores. Deployed coach.com in Japanese as an informational website with product information. Deployed recruiting system (Virtual Edge) in US & Asia post NA HRIS/Payroll system (Ultipro) deployment.

**PRIOR EXPERIENCE**

<b>COACH INC., SENIOR DIRECTOR/ DIRECTOR/ SENIOR MANAGER OF APPLICATIONS, NEW YORK</b>	2001-2006
<b>LINKSHARE CORPORATION, DIRECTOR OF TECHNICAL SERVICES &amp; CONSULTING, NEW YORK</b>	2000-2001
<b>COACH INC., SENIOR MANAGER, MANAGER &amp; SENIOR ANALYST- CORPORATE APPLICATIONS, NEW JERSEY</b>	1998-2000
<b>DELOITTE &amp; TOUCHE CONSULTING GROUP, SENIOR SAP CONSULTANT, PENNSYLVANIA</b>	1996-1998
<b>BUSINESS SOFTWARE ASSOCIATES, SAP CONSULTANT, INDIANA</b>	1995-1996
<b>IMPCO (INGERSOLL RAND), TEAM LEADER/NETWORK ADMINISTRATOR/RE-ENGINEERING, NEW HAMPSHIRE</b>	1994-1995

**EDUCATION & PROFESSIONAL DEVELOPMENT**

- Artificial Intelligence: Implications for Business Strategy, **MIT**, 2020
- Strategic Leadership Program, **Dartmouth College (Tuck School of Business)**, 2018
- Leadership Development Program, **Center for Creative Leadership**, 2007
- Bachelor**, Computer Science, Graduated with Honors, **Purdue University**, West Lafayette, USA, 1994