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**CHIEF TECHNOLOGY OFFICER**

**Enterprise Architecture • Strategic Planning • Technology Direction, Design/Delivery & Implementation**

Entrepreneurial-spirited, pioneering technologist with 10+ years of executive-level experience identifying, qualifying, building consensus for, and implementing enabling technologies and enterprise systems that facilitate business processes and strategic objectives. Powerful blend of technology vision and business acumen results in consistent development of powerful business strategies supported by cost-effective, high-performance IT infrastructures and applications. Broad expertise in IT, network, and telecommunications architecture/infrastructure design, full project life cycle management, client/vendor relationship management, and financial/operational management. Able to manage M&A, reorganization, and process improvement initiatives.

- ◆ Brought in key client to custom IT solutions and consulting firm, annually doubling business generated to create anchor account and drive company revenues to \$2.25M.
- ◆ Played instrumental role in identification, qualification, and negotiation with acquisition/merger prospects and ultimate merger that leveraged synergy of two firms to create powerhouse in interactive marketing solutions arena.
- ◆ Established enterprise-wide IT structure, financial/operating controls, and best practices for marketing communications and brand management firm, and guided it through downturn with responsible downsizing and refinement of focus.
- ◆ Holder of three software copyrights for products in use today. Author of nationally published technical articles.

**PROFESSIONAL EXPERIENCE**

**INFORMATION ARCHITECTURE, INC.** - San Francisco, California 2005 - 2012  
SSM interactive communications arts and information architecture firm specializing in graphic design and business technology services and serving Fortune 500 client base.

**CTO/Chief Technologist & Principal**

As Partner in firm after merger, initially chartered to manage client relationships. Within 3 months assumed oversight of IT and Technology Group, with full responsibility for technical direction and strategy for company and its clients. Stepped into Acting Finance Director role after departure of CFO with additional responsibility for operations and HR. Reporting directly to Board of Directors, oversaw SSM operating budget and staff of 25. Worked closely with CTOs/CFOs of client companies.

Created best practices-focused team consistently providing solutions exceeding client expectations, while establishing structure and controls for financial department and guiding company through great recession and reorganization:

**Corporate Technology Strategy & Operational/P&L Contributions**

- Leveraged technology to restore order and reliable reporting and processes to Financial Department in disarray with unaccounted for cash and NSF payroll and vendor checks. Simplified cryptic and complicated systems, initiated project/budget-tracking processes, and established AR and cash management systems.
- Drove operating costs down 50% over 5 years while maintaining service levels through strict budgetary control and effective vendor management to ensure competitive pricing.
- Played key role in conservative corporate involvement in dot-com market and focus on building strong anchor client base that limited impact of financial crash on company.
- Guided responsible downsizing to address market shift without impacting client service, maintaining supportive, high-morale environment that lost not one additional employee in 4 years despite initial 31% staff reduction.
- Facilitated business development through preparation of comprehensive and articulate technical portions of proposals that have been highly successful in gaining confidence of prospective clients' IT leadership.



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**Holistic Information Technology & Operations Executive | CIO / COO  
Healthcare IT & Operations Integrator**

Answering the call of technology evolution in healthcare—serving as “the missing link” where the executive must simultaneously steer operations, workforce, and technology to better achieve customer/patient satisfaction.

Intellectual and progressive executive with CIO/COO blend, reinforced by a reputation for transcending and dismantling department silos—realizing seamless people, process, and operations integration.

Operations and IT Strategy Direction | Business Process & Technology Systems Development  
Acquisition Integration Direction | New Facility Infrastructure Design & Build  
Multi-Million Dollar Project Lifecycle Management | Team Hiring, Building & Retention

**CERTIFIED PROJECT MANAGEMENT PROFESSIONAL (PMP) | FEATURED IN CIO DISCUSSIONS**

Visionary, sought-after leader who captains operational areas beyond tech positions. Unique blend of executive competencies: strategic IT planning, operational requirements and feasibility for greater efficiency and profit growth. Wide-ranging experience with numerous vendor systems such as McKesson, Meditech, Corner, Epic, and Eclipsys. Strong hands-on IT prowess and ability to lead by example.

Direct and fair leader who mobilizes and empowers staff with the courage to develop and achieve individual goals in alignment with organizational mission, vision, and values—challenging the “we have always done it this way” mentality.

**CHIEF INFORMATION OFFICER & EXECUTIVE OPERATIONS LEADERSHIP HIGHLIGHTS**

- ◆ *“Spencer can look at complex healthcare operations from the thirty-thousand foot level and always keep it in context with the individual components and stakeholders.” –JM, Yukon-Kuskokwim Health Corporation*
- ◆ Promoted as SLVHMC's first CIO from Director of IT –partnered with the Chief Executive Officer in the design and delivery of an innovative technology strategic plan.
  - Strengthened hospital's financial position through automated revenue cycle management capabilities, allowing organization to pursue bond initiatives previously inaccessible due to poor financial standing. Increased monthly average cash flow by \$1M within 6 months.
- ◆ Partnered with Chief Nursing Officer and contractor in a multimillion-dollar site construction. Reported to corporate CIO with a dotted-line relationship to all community hospital CEOs.
  - Transitioned to head of technology operations for all of systems' community hospitals. Hired and managed technology staff of 24 across multiple locations; leading design and installation of servers, hospital and clinical information systems, workforce management, access control systems, and IT operations.

**EXPERIENCE SUMMARY & SELECT ACHIEVEMENTS**

Intentionally steering career path to that of a future CEO by voluntarily stepping away from CIO role to invest in academic preparation. Assumed Corporate Project Management role while attending college full-time.

**YUKON-KUSKOKWIM HEALTH CORPORATION (YKHC) - Bethel, AK** 2008 - Present  
Largest Alaskan health organization (\$100M) serving 50 rural communities. Employ 1,500 in 50 locations.  
Leverage CIO experience and comprehensive knowledge to analyze, plan, and raise the bar higher than expected, demonstrating the true intrinsic value of optimized and well-planned project management. Reversed corporate history of project failures. Introduced high-tech improvements to streamline the rural technical environment.  
◆ Corporate Project Manager (Contract) | Established formal project management office (PMO), installing best-practices project management discipline, increasing on-time delivery to 100% and slashing over-budget/out-of-scope projects. Developed corporate policies/procedures, trained managers—definitely guided project...

**CHRISTOPHER J. LEACH**

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**SENIOR TECHNOLOGY EXECUTIVE**

*Chief IT Security Officer & Industry Thought Leader*

Accomplished and driven senior business leader with 20+ years of proven success developing security and technological solutions without compromising business goals.

Strong security and risk professional, regularly sought after to address regulatory concerns, developing and implementing strategies that streamline processes, drive security awareness, and build confidence in regulatory agencies. Expert identifying risks and balancing financial impact. Able to effectively introduce solid cybersecurity that addresses emerging risks & technical issues.

Delivered results across multiple industries, including professional services, technology, and banking for ACS/Xerox, Hewlett-Packard, and JPMorgan Chase.

**KEY CAREER HIGHLIGHTS**

- ✓ Praised by Bill Gates for the development of an industry-leading certification, *WebTrust for Certification Authorities*, which is still in use today.
- ✓ Established the strategic security direction for a Fortune 50 corporation that is positioned to generate more than \$1B in revenue over the next four years.
- ✓ Work alongside Hewlett-Packard's CTO to develop and execute the company's strategic plan.
- ✓ Awarded the Information Security Executive and People's Choice Award (2008) and was named as one of Computer World's 100 IT Leaders (2009).
- ✓ Retained by Xerox as the CISO following the 2010 acquisition of ACS, playing a major role in the information security integration of both companies.

**AREAS OF EXPERTISE**

C-Level Executive Leadership  
Integrating Technology & Business  
Information Security Architecture  
Security Strategy Development  
24/7 Operations Environments  
Fortune 50 Corporate Strategy  
Program Development & Delivery  
Enterprise Project Management  
P&L Management  
Cross-Functional Collaboration  
Onshore & Offshore Management  
Security Awareness Programs  
Mergers & Acquisition Events  
New Security Service Delivery  
Complex Issue Resolution  
Mentoring, Coaching & Development  
Multi-Lingual, Fluency in Spanish

**EDUCATION & CERTIFICATION**

BS in Accounting  
Brigham Young University  
Top Secret Clearance (Exp.)  
ITIL Certification  
Lean Six Sigma Certifications  
Certified Public Accountant (CPA)

**PROFESSIONAL EXPERIENCE**

**CHIEF SECURITY TECHNOLOGIST | HEWLETT-PACKARD & HEWLETT-PACKARD ENTERPRISE** 2013 - Present

Recruited as a key senior member of the Enterprise Security Services Office of the CTO, guiding technology decision-making during transition from one entity to two separate organizations, HP Inc. and HP Enterprise. Worked through the merger of HP Enterprise with CSC, forming DXC Technology. Provided practiced C-level experience and strategy for internal projects, as well as collaborated with current and prospective customers on building strategy and tactical issues relevant to business and industry.

- Generated a projected \$1B over the next 4 years by establishing strategic security direction for the Fortune 50 organization
  - o Identified critical systems to be maintained, as well as best-shoring for processes, applications, and technologies
  - o Increased efficiency and reduced expenses by transitioning processes to third-party service providers
- Achieved a potential \$200,000 annual cost savings by identifying and implementing several process improvements and streamlining operations within the Managed Security Services organization.
- As a senior technology leader, worked alongside the CTO to develop and execute the company's strategic plan; Authored multiple materials and client information for Executive Incident Response.

**DIRECTOR, SECURITY DELIVERY SERVICES | COMPUCOM** 2011 - 2013

Continued with the mid-tier outsourcing organization post-acquisition by a venture capital firm, managing a team of 40 engineers, security professionals, and support staff. Provided analysis of the company's current security delivery processes, technologies, and staffing. Worked alongside the corporate security team to develop and implement security strategy and direction for the company. Coordinated closely with other outsourcing and channel partners, servicing 10,000+ global employees. Delivered 24-hour operational support to 65+ global clients spanning 5,000+ devices.

- Achieved 100% security revenue growth in one year by creating a small office security monitoring solution that was white labeled for AT&T, Sprint, and University of Phoenix.
- Improved client relationships and service delivery by consulting with clients on specific security strategy and direction needs.
- Met all compliance standards by rebuilding internal processes and procedures to meet SSAE16 requirements and ISO 27001/2 standards.
- Led a honey pot and research team that provided current analytics and protection against current and emerging threats.

# CHIEF INFORMATION OFFICER

## Professional Summary

Innovative Chief Information Officer with [Number] years of experience. Committed to keeping up to date on modern IT systems and planning technology strategies to align with company goals. Extensive knowledge of [Software] use. Director of Security with [Number] years of experience managing investigations, personnel matters and sensitive information and intelligence. Leads, maintains and improves operations and functions of security department while effectively managing crises in fast-paced environment. Thorough knowledge of advanced security systems, computerized access control and security-related legislation and regulation. Results-driven IT professional with notable success in planning, analysis, and implementation of security initiatives. Strengths in providing comprehensive network design and security frameworks. Certified in [Area of certification]. Multi-talented [Job Title] consistently rewarded for success in planning and operational improvements. Experience in policy development and staff management procedures positively impacting overall morale and productivity.

## Skills

- Creative Cloud proficiency
- IT architecture
- [Software] use
- Budgeting
- Negotiation
- Team Building
- Developing security plans
- Data security
- Regulatory Compliance
- Team Management
- Budgets

## Work History

**Chief Information Officer, 08/2018 to Current**

**Central California Alliance For Health – California, MD**

- Drove operational improvements which resulted in savings and improved profit margins.
- Increased customer satisfaction by resolving [Product or Service] issues.
- Saved \$[Amount] by implementing cost-saving initiatives that addressed long-standing problems.
- Handled [Number] calls per [Timeframe] to address customer inquiries and concerns.
- Transported [Product or Service] to customer locations [Timeframe].
- Ensured technology systems and procedures met overall company priorities.
- Devised IT system for [Number] person company and installed necessary systems.
- Researched new technologies and chose best options for company priorities and cost-

### MARK A. YOUNG

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Investment Professional, COO/CFO  
MBA, CFA, CPA

Financial executive with 20+ years experience improving business performance. Hands on Alternative investments expert who is highly successful at optimizing asset strategy for both hedge funds and private equity. Aggressive change agent adept at monitoring and evaluating operating results against plan, including historical assessment of financial reports such as variance analysis and capital project status. Work with portfolio companies, identifying early warning corrective actions/recommendations. High level investor relations experience.

Innovative Leadership | Strategic Operations | Capital Markets Expertise  
Competitive Driven Culture | Portfolio Investment Management | Hedge Funds  
Public & Private Equity | Fixed Income | Emerging Markets

### EDUCATION

Harvard Graduate School of Business Administration, MBA, 1991 - 1993

Boston College, BS in Business, graduated with honors, 1979 - 1980

Licenses & Credentials, Chartered Financial Analyst, CPA, Series 3, 7 & 63, SFA Registered

### WORK EXPERIENCE

L Carterton Latin America, Investment Professional and COO New York, 2012 - present

- Consumer growth private equity
- Provided deal sourcing, due diligence, deal structuring and closing of investments
- Assisted on the closing of a \$50mm investment in BodyTech, the leading Colombian gym chain
- Risk management including managing foreign exchange exposures and hedging strategies of portfolio companies
- Assisted in investor relations, investor meetings, due diligence and fundraising which led to the anchor investment from a leading university endowment
- Member of the Investment Committee

Independent Consultant to Family Offices, New York, 2009 - 2012

- Strategic Advisory Services and Special Situations
- Work with technology companies on growth strategies and business model optimization
- Provided wealth management services to ultra high net worth clients
- Obtained financing for entrepreneurs seeking growth capital
- Brokering commodity deals for clients both domestically and internationally

Fixed Income Hedge Fund, New York, Six Seasons Fund Head of Sales, 2007-2009

- Head of Marketing and CFO for a \$300 million dollar fixed income hedge fund.
- I raised over \$300 million in capital from domestic and international institutional investors in 18 months including through the Deutsche Bank private client platform.
- Managed distribution of Fund through private wealth platforms of global private wealth firms.
- Fund seeded by Senior McKinsey Partners

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MICHAEL HEWITT215 North Walk • Atlanta, GA 30301770.555.2349 Res • 404.555.1325 Cell • [email protected] IT DIRECTOR | CHIEF TECHNOLOGY OFFICER 10+ years of IT experience including 8+ years of broad-based management in Systems Design and Development, Implementation and Support. Strategically and cost effectively utilize technology in alignment with corporate goals. Consistently improve delivery times and service levels while reducing costs. Excel at strategic planning, building high-performance teams, project management, and implementing best practice methodologies and continuous improvement programs. Certified Six Sigma Black Belt. Proven areas of expertise include: Strategic Planning Organizational Development Budget Development & Management Contract Negotiations & Management Infrastructure Design & Implementation Process Improvements & Best Practices Project Management Continuous Improvement Cost Containment Large Scale Deployments System Architectures Rapid Deployments Structured Methodologies Data Center Management Change Management PROFESSIONAL EXPERIENCE VP INFORMATION TECHNOLOGY, 2001 - PRESENTAMERICAN TELEPHONE, ATLANTA, GAProvider of residential and commercial telecommunications services.NATIONAL SERVICE DIRECT, ATLANTA, GAProvider of telemarketing services to such customers as AT&T, Direct TV and Harris Publishing. Reporting to the President/ CEO, recruited to manage IT and telephony operations for North America Telephone Network and quickly awarded added responsibilities for sister company, National Service Direct. Oversee all IT functions including data center management, vendor relationships, technical support, application development, financial monitoring and disaster recovery planning. Manage operating budget and direct activities of 20+ staff. Challenged to improve productivity and reduce costs through improved uses of technology. Utilized Six Sigma methodologies and collaborated with department managers to analyze and document process and system workflows. Authored plan to improve software development process, consolidate/ upgrade servers and establish consistent hardware/ software standards to eliminate unstable, highly mixed operating environment. Installed redundant servers and increased line capacity. Launched massive effort overseeing teams of programmers (using C and 4GL in Unix environment) to review and rewrite over 75 key software applications. Implemented change control and process documentation for all aspects of the business including new software and telephony upgrades. Deployed hardware monitoring system including multi-tier paging alerts for system issues. Initiated Knowledge Repository and Project Office Intranet to store all documentation in centralized location. Notable Accomplishments: Consolidated and stabilized servers improving hardware uptime from 70% to 99%. Reduced software downtime from 50% to

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