

M. SCOTT BYRON

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CHIEF INFORMATION OFFICER

Strategic Planning ■ International IT Management ■ Team Building & Mentoring ■ Startup & Turnaround

Business-focused executive team member and collaborator who identifies and implements methods that align IT systems, staffing, governance, and budgets with unified organizational goals

Award-winning professional with verifiable executive-level success in IT and operations in private sector and government arenas. Revenue-conscious technical expert with 19 years' experience driving positive growth and Return on Investment (ROI) through proven technology and efficient business practices. Motivator, inspiring cross-functional teams through empowerment—offering collaborative communication that encourages ownership of critical projects. Recognized for building a staff that ensures internal customers receive respect, timely response, and education.

... 2006 & 2008 *ComputerPlanet* Premier 100 Award Winner ...

BENCHMARKS & MILESTONES

VILLAGE GREEN CORPORATION, INC.

- Advanced all corporate areas, moving business from technologically-deficient processes to cutting-edge, enterprise-wide solutions through methodical research, planning, project management, cross-departmental system deployment, troubleshooting, and follow-up.
- Drastically cut costs and improved system availability by championing the use of *virtualization technology*.
- Saved \$2.9 million in consulting costs by establishing a project management function within IT.
- Key executive leader during \$75.5 million company sale in 2008 to Investor Capitol, Inc.; fulfilled due diligence requirements for valuation process. Transitioned all IT functions to meet new corporate vision.
- Facilitated yearly double-digit growth, while averting corresponding staff increases.
- Developed a Helpdesk model that overcame end-users' technical limitations by instituting a service-oriented culture—result was a responsive, compassionate team acknowledged for *world-class customer service*.

PROFESSIONAL HISTORY

CHIEF INFORMATION OFFICER

Village Green Corporation, Inc., New York, New York, 2001 – Present

Lead strategic planning for technology and revenue enhancements as key member of executive strategic planning team for premier provider of independent living housing, with 295+ senior living communities across U.S. and Canada.

Collaborate with CEO and COO to conceive, construct, and deliver modern systems and technical platforms that establish efficiencies and reduce costs, while supporting business directives. Built IT Department from 10 to 40 top-performers. Created and continuously administer a \$7 million annual IT budget. Direct development and implementation of infrastructure and systems that support 2,600+ employees. Ensure total network and systems compliance and security. Negotiate contracts, resulting in favorable terms and solid vendor relationships.

- **Oversee purchase, installation, and daily administration of Microsoft Exchange/SQL Server, IBM hardware, JD Edwards ERP, IBM I Series, Business Intelligence, CRM, and 140 virtual servers running on 17 physical servers.**
- **Drive a highly efficient, lean department that requires less than .5% company revenue for operation.**
 - Partnered with cross-functional business units, serving as a conduit between business and technology.
 - Instituted standardized companywide systems, allowing complete control across facilities in U.S. and Canada. Launched centralized imaging and back-up program, improving timely issue resolution.
 - Continually enhance internal processes for optimal performance, client usability, and growth demands.

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CIO, VILLAGE GREEN CORPORATION, INC., *continued...*

- Recruited for JD Edwards ERP system expertise, successfully completing project within 5-month goal and under \$4 million budget.
- Streamlined cash management and property census process, overcoming challenges presented by manual calculations and recording, as well as impacting accuracy and compliance.
- Implemented TicTock timekeeping software, saving \$90,000 per year and increasing staff accountability.
- Reduced food service costs by \$250,000 through menu application installation.
- Restructured accounting program in accordance with new owner—moved system from tax to GAAP practices through \$2.2 million LongView accounting system installation and end-user technology training.
- Decreased delivery costs by \$1.5 million through an output management/Web delivery solution.

IT DIRECTOR

Medical Stretch IT System, Inc., New York, New York, 1996 – 2001

Established all IT policies and procedures for start-up company created to consolidate technology for the Physical Therapy Industry. Gained a current, deeper understanding of technical issues and advancements through hands-on leadership. Prepared and executed yearly IT budget of \$575,000, adhering to strict financial constraints. Communicated extensively with numerous departments, deciphering and meeting needs. Worked closely with vendors and business partners. Ensured company mission was primary goal.

- **Designed an innovative PC-based, user-friendly program that served 150+ clinics. Created robust IT infrastructure that led to lucrative sales and strong account base.**
 - Joined forces with CEO, COO, CFO, and Board of Directors to create a system that provided top-level clinic scheduling and POS functions.
 - Launched e-commerce program; advised website development company on requirements for promoting products and interfaced with fulfillment house. Efforts quickly generated \$250,000 in sales.
 - Saved \$.5 million by centralizing processes.

DIRECTOR OF OPERATIONS

State of New York Department of Taxation, New York, New York, 1990 – 1996

Directed a loyal staff of 32 full-time technical employees in the Operations and User Support areas. Oversaw data centers that were remotely based statewide. Managed daily schedules, personnel assignments, and performance reviews. Led implementation of improved infrastructure that drove current technology and increased efficiency.

- **Attracted strong leaders and hard workers from across the New York system due to positive reputation.**

E D U C A T I O N

Bachelor of Science in Computer Systems, Syracuse University, Syracuse, New York

P R O F E S S I O N A L A F F I L I A T I O N S

Creative Technology, Global Association – **Board Member** (2003 – Present), **President** (2007 & 2008)
Presenter at international conferences to audiences of 3000+

Technology Round Table of New York – **Founder & Board Member** (2003 – Present)