

JAMES P. SMITH

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CHIEF TECHNOLOGY OFFICER / CHIEF INFORMATION OFFICER

Seasoned leader with extensive experience in technological innovations, business unit partnerships, and critical project development within high-technology, telecommunications, and Fortune 500 arenas. Innate ability to empower cross-functional groups to solve complex problems and achieve common goals. Strategic and creative thinker who continually “sees the big picture” and minimizes risks while simultaneously improving business processes, reducing costs, and increasing profitability.

Broad experience in translating business needs into easily understood concepts and solutions and mitigating ongoing problems in software, hardware, and business processes. Change agent with strong focus on integrating technology needs with practical delivery issues from an operations and quality assurance perspective.

Core Competencies and Areas of Expertise:

- New Product Launches
- Business Re-engineering
- Change Management
- Supervision & Training
- Continuous Process Improvements
- Strategic Planning & Implementation
- Cross-Functional Team Leadership
- Product & Processes Development
- Project Management
- Cloud Computing
- Cost Savings & Controls
- Problem Solving Skills

KEY ACCOMPLISHMENTS

- Spearheaded efforts for implementation of first *remote storage digital video recorder* being stored in the “cloud” to leverage 7 million digital set top boxes already deployed as DVRs. System uses universally available hardware to reduce cost and ensure multiple sources of hardware for utilizing “Moore’s Law” of economics.
- Instituted first and only FCC approved downloadable security system for video distribution. Company is the only multiple system operator in the United States that does not have to utilize a cable card in their leased STBs. Net result is ability to use non-standard STB vendors, like Samsung, with a significant reduction in STB costs via elimination of cable card.
- Developed and implemented first fully featured application delivering subscription video to a consumer-owned device, i.e. iPad, Touch, and iPhone and the service is now available on PC and MAC.
- Led initiatives for largest geographically based WiFi network with 20,000+ outdoor access points in high-use areas. Additionally WiFi network has 15,000 indoor access points in small business locations and major venues, such as Madison Square Garden, Beacon Theater, McArthur Airport, and Nassau Coliseum.
- Designed and executed industry-leading advertising products enabling advertiser to target specific customer types and customer to interact in real-time provisioning with advertisements that are presented.
- Pivotal player in team being awarded 8 leading-edge technology patents in a two-year period with 8 patents pending.

PROFESSIONAL EXPERIENCE

ABC CORPORATION, New York, NY

1996 – Present

Executive Vice President—Corporate Engineering & Technology (2006 – Present)

Direct all technology-related functions within company, including external and subscriber facing software for set top boxes, online/web portals, and consumer-owned devices. Handle all engineering, network support, and services infrastructure, involving internal facing systems and infrastructure (e.g. network, data center/security, help desk, desk top, and phone system).

Selected Achievements:

- Introduced industry-leading innovations for products and services made available to customers such as remote DVR, iPad app, downloadable security, real-time provisioning, interactive advertising, WiFi network, internet TV via set top box, caller ID, and click-to-call telephone from web.
- Launched and implemented leading-edge technologies for revenue per subscriber, availability of products to minimize downtime, operational efficiencies, and lowest cost per-subscriber.

Chief Information Officer (2004 – 2005)

Recruited to position as CIO for \$2 billion planned spinoff business led by Chairman of the Board. Led selection and implementation of infrastructure and systems required to successfully launch Voom HD Satellite business.

PROFESSIONAL EXPERIENCE (continued)

Fast-track promotion through a series of increasingly accountable positions as:

Chief Architect / Director of Network Infrastructure / VP of Applications Development (1996 – 2004)

Selected Achievements:

- Established company-wide information technology architectural blueprint across all business units and technical groups.
- Saved company \$10 million in productivity costs and dramatically increased customer satisfaction rates by serving as executive sponsor of team charged with orchestrating Enterprise Application Interface (EAI) used to provision hardware and services provided to 3.5+ million customers.
- Decreased IT infrastructure and applications development costs by 35% while increasing infrastructure/system reliability.
- Led information technology transition activities for planned spinoff, including merger of several business units and migration of all applications for server, network, voice, and technical infrastructure.
- Credited with renegotiating all enterprise-wide information technology contracts, including hardware, software, and services that resulted in a 25% annual savings in IT expenses and capital investment.
- Successful in implementing several large company-wide systems, including ERP (PeopleSoft and Oracle), CLEC billing (Kenan), and OSS/Customer Services provisioning system.
- Authored white paper that persuaded company to avoid \$17 million in unnecessary costs for replacement of billing system.

Previous Professional Experience:

Director of Applications Development, AMERICAN INTERNATIONAL GROUP, New York, NY 1994 – 1996

Accountable for key/core company billing system. Interacted with all key insurance business general managers and senior executive IT staff. Designed and implemented several modifications to system that increased reliability and availability.

Development Manager, CONSOLIDATED EDISON, Montreal, Canada 1993 – 1994

Directed functions for business analysis, design, development, and management of \$10 million Mobile Workforce Management project. WFM system was designed as a custom application and was eventually integrated into company as a legal OSS/billing system. Supervised 15 internal staff and 25 external project team members.

Development Supervisor/Systems Analyst, ERIE LIGHTING COMPANY, Erie, PA 1990 – 1994

Managed development and implementation of Work Force Management project. Supervised development of custom built Facilities Management Automated Mapping of geographic information system used as new business development database.

Held roles during earlier career as follows:

Systems Analyst—DUN & BRADSTREET, New York, NY

Programmer Analyst—DEPOSITORY TRUST COMPANY, New York, NY

Programmer—ROYAL INSURANCE COMPANY, New York, NY

EDUCATION

**Candidate for Bachelor of Science—Business Computer & Information Systems
UNIVERSITY OF NORTH DAKOTA**

Certificate in Programming—GRUMMAN DATA INSTITUTE (NY)

MILITARY EXPERIENCE

Honorable Discharge as E-5, Petty Officer Second Class—UNITED STATES NAVY

Specialized in computer programming of search radar on the Grumman EA-6B electronic counter measure airplane.

PROFESSIONAL AFFILIATIONS

Board Member, Society of Telecommunications Engineers.

Team Leader, Executive Steering Committee (ESC) and Product, Technology and Operational.