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Summary

Comprehensive and seasoned executive with extensive experience in managing advanced information technologies, developing and implementing cutting-edge strategies, and leveraging emerging technologies to maximize business effectiveness. A proven leader with a track record of success in leading international teams and driving business growth. Skilled in translating business needs into technical requirements, IT financial management, and overseeing operations in various corporate functions.

Experience

ASW Law Limited, Bermuda

Chief Information Officer & Chief Information Security Officer

December 2001 – Present

- Developed and communicated a clear vision for the role of technology in achieving overall business objectives, aligning IT initiatives with the organization's strategic goals.
- Spearheaded cross-functional teams to ensure the successful execution of technology initiatives, fostering a collaborative and innovative work culture.
- Instituted robust risk management protocols, ensuring that all IT activities comply with industry regulations and legal requirements in the insurance and reinsurance sectors.
- Implemented cybersecurity measures to safeguard sensitive data, protecting the organization against potential cyber threats and ensuring data privacy compliance.
- Evaluated emerging technologies and trends in the legal and insurance industries, identifying opportunities for innovation and efficiency improvement.
- Implemented cutting-edge solutions to enhance operational processes, reduce costs, and maintain a competitive edge in the market.
- Negotiated favorable contracts with technology vendors, optimizing cost structures while ensuring high-quality service delivery.
- Established and maintained strategic partnerships with key technology suppliers, staying abreast of market trends and advancements.
- Orchestrated change management initiatives associated with technology implementations, ensuring smooth transitions and minimal disruption to daily operations.
- Fostered a culture of adaptability and continuous improvement, driving organizational readiness for technological changes and advancements.

- Leveraged data analytics and business intelligence tools to derive actionable insights, enabling data-driven decision-making processes.
- Implemented analytics solutions to enhance the organization's understanding of market trends, customer behavior, and internal operational efficiency.
- Managed IT operations in a global context, addressing the unique challenges of international business and ensuring scalable technology solutions.
- Implemented standardized processes and systems to support the expansion of the organization into new markets while maintaining operational efficiency.
- Facilitated effective communication between teams and other business units, ensuring a shared understanding of technology initiatives and their impact on various departments.
- Collaborated with executive leadership to present technology-related strategies, initiatives, and their impact on overall business performance.
- Instituted quality assurance measures to guarantee the reliability and performance of IT systems, promoting a culture of continuous improvement.
- Implemented feedback mechanisms to gather insights from end-users, incorporating user feedback into ongoing technology enhancements.

IT Services Ltd., Trinidad

Chief Technology Officer

January 2000 – December 2008

- Established and managed a multi-faceted IT company based in Trinidad, demonstrating the ability to navigate and thrive in international business environments.
- Developed a comprehensive understanding of global markets and cultural nuances, contributing to effective decision-making in a diverse and dynamic business landscape.
- Cultivated and maintained strong relationships with leading Fortune 500 companies in the Caribbean, acting as a trusted advisor for their IT needs.
- Implemented client-centric strategies, ensuring high levels of satisfaction, retention, and ongoing collaboration with key clients.
- Formed strategic partnerships with industry leaders, technology providers, and other stakeholders to enhance the company's service offerings and market positioning.
- Collaborated with key partners to stay at the forefront of technological advancements and industry trends.
- Provided expert consultation on e-business infrastructure, leveraging a deep understanding of digital technologies to drive online business strategies.
- Implemented innovative e-business solutions to enhance clients' online presence, improve customer experiences, and drive revenue growth.
- Advised clients on web-based privacy issues, ensuring compliance with data protection regulations and safeguarding against potential legal and reputational risks.

- Implemented robust cybersecurity measures to protect sensitive information and ensure the integrity of digital transactions.
- Led research initiatives to stay abreast of emerging technologies, contributing to the continuous innovation and evolution of the IT company's service offerings.
- Fostered a culture of curiosity and technological exploration, encouraging the team to experiment with cutting-edge solutions.
- Oversaw the financial aspects of the IT company, ensuring sound fiscal management, profitability, and sustainable growth.
- Implemented cost-effective measures and resource allocation strategies to optimize financial performance.
- Provided leadership and guidance as CEO, demonstrating effective governance and strategic oversight.
- Collaborated with the board to set long-term goals, shape organizational strategy, and ensure alignment with the company's mission and vision.
- Adapted to changing market conditions and technological landscapes, demonstrating agility in leadership and decision-making.
- Fostered a culture of adaptability and resilience within the organization, positioning it to navigate disruptions and capitalize on opportunities.
- Instilled a commitment to corporate social responsibility within the company, engaging in community initiatives and promoting sustainable business practices.
- Demonstrated a holistic approach to leadership that considers the social and environmental impact of technology and business operations.

Blockbuster Canada Co.

Manager, Desktop Support Services

February 1998 – January 2000

- Orchestrated the meticulous planning and execution of IT preparations for the Y2K transition, ensuring business continuity and minimal disruptions for a family entertainment company with over 700 employees.
- Developed and implemented a comprehensive Y2K readiness plan, demonstrating a strategic approach to mitigating potential technology-related risks.
- Directed a diverse team of Developers, Programmers, Network Administrators, and Support Technicians, fostering a collaborative and high-performance work environment.
- Implemented training and professional development programs to enhance the skills and expertise of the IT team, ensuring they remained current with industry trends.
- Led cross-functional teams in the successful completion of complex IT projects, demonstrating effective project management skills.
- Implemented project management methodologies to streamline workflows, enhance efficiency, and deliver projects on time and within budget.

- Oversaw the enhancement of the family entertainment company's technology infrastructure, ensuring it was scalable, secure, and aligned with business goals.
- Implemented upgrades and modernizations to IT systems, optimizing performance and supporting the company's growth objectives.
- Managed relationships with technology vendors, negotiating contracts and agreements to optimize cost structures and ensure the delivery of quality services.
- Evaluated and selected technology vendors based on their alignment with the company's strategic objectives and service requirements.
- Developed and implemented robust disaster recovery and business continuity plans, safeguarding critical IT systems and ensuring the organization's ability to recover quickly in the event of disruptions.
- Conducted regular testing and simulations to validate the effectiveness of disaster recovery plans.
- Instituted cybersecurity measures to protect sensitive data and mitigate cyber threats, implementing best practices for data security and privacy.
- Stayed abreast of evolving cybersecurity threats and technologies, ensuring the continuous improvement of the organization's cybersecurity posture.
- Collaborated with leaders from other business units to align IT strategies with overall organizational objectives.
- Facilitated communication between IT and non-IT departments, ensuring a shared understanding of technology initiatives and their impact on various aspects of the business.
- Managed the IT budget, optimizing resource allocation and ensuring cost-effectiveness in technology investments.
- Implemented cost-saving measures without compromising the quality and reliability of IT services.
- Ensured compliance with relevant industry regulations and standards, staying informed about changes in regulatory requirements that could impact IT operations.
- Implemented policies and procedures to address regulatory compliance in areas such as data protection and privacy.

Toronto Stock Exchange, Toronto

Manager, Desktop Support Services

1995 - 1998

- Established and optimized the Help Desk, implementing best practices to enhance user support and issue resolution.
- Implemented service level agreements (SLAs) to ensure timely response and resolution, improving overall user satisfaction.

- Developed and implemented comprehensive IT budget controls, ensuring efficient allocation of resources and adherence to financial objectives.
- Established reporting mechanisms for IT budget performance, providing transparency and accountability in financial management.
- Implemented cost-efficiency measures within the IT department, identifying opportunities for savings without compromising service quality.
- Conducted regular reviews of operational expenses and initiated strategies to optimize spending.
- Oversaw the entire technology lifecycle, from procurement to retirement, ensuring that IT assets were strategically managed.
- Implemented asset management practices to track hardware and software inventory, reducing redundancy and ensuring compliance.
- Led the second-level support group with a focus on providing business advisory services, aligning technology solutions with business objectives.
- Collaborated with business leaders to understand their needs and challenges, offering technological insights to drive efficiency and innovation.
- Directed the implementation of technology solutions, ensuring seamless integration with existing systems and alignment with organizational goals.
- Employed project management methodologies to oversee the successful execution of technology implementation projects.
- Developed and implemented user training programs to enhance technology adoption and proficiency.
- Fostered a user-centric approach, ensuring that employees were equipped with the necessary skills to leverage technology effectively in their roles.
- Defined and monitored key performance indicators (KPIs) for IT support services, enabling data-driven decision-making.
- Established performance metrics to assess the effectiveness of support services and identify areas for improvement.
- Instituted a culture of continuous improvement within the IT support function, encouraging feedback and implementing process enhancements.
- Conducted regular reviews and assessments to identify opportunities for streamlining support processes.
- Managed relationships with external vendors and service providers, ensuring the delivery of high-quality services.
- Negotiated contracts and service level agreements (SLAs) with vendors to optimize cost and service delivery.
- Ensured compliance with regulatory requirements related to IT support services.
- Implemented security measures within the support framework, safeguarding against potential cybersecurity threats.
- Provided leadership to support teams, fostering a collaborative and high-performance work culture.
- Invested in the professional development of support staff, cultivating a skilled and motivated team.

PHH Relocation Services, Danbury, CT

Network Engineer

1989 to 1995

- Initiated career at the organization through a co-op work term, demonstrating a commitment to professional growth and development.
- Progressed through various roles from desktop support to network administration, showcasing adaptability, versatility, and a comprehensive understanding of IT functions.
- Implemented effective recruitment strategies to build a skilled and diverse IT team, leveraging personal experience transitioning from an entry-level role to a leadership position.
- Instituted mentorship programs and training initiatives to foster the professional development of team members, contributing to a culture of continuous learning.
- Established knowledge transfer mechanisms to ensure the seamless transition of skills and expertise within the IT team.
- Implemented succession planning strategies to identify and develop potential future leaders within the organization.
- Developed a comprehensive IT skill matrix, identifying key competencies required for various roles within the IT department.
- Utilized the skill matrix for recruitment, training, and performance evaluation, ensuring the alignment of skills with organizational objectives.
- Collaborated with leaders from different departments to understand their technology needs and align IT strategies with overall business objectives.
- Facilitated communication between IT and non-IT departments, ensuring a shared understanding of technology initiatives and their impact on various aspects of the business.
- Contributed to the development of long-term strategic plans for the IT department, aligning technology initiatives with organizational goals.
- Formulated a roadmap for IT development, ensuring that technological investments supported current and future business requirements.
- Established and enforced IT governance frameworks and policies to ensure compliance with industry regulations and internal standards.
- Implemented measures to assess and mitigate technology-related risks, contributing to overall organizational resilience.
- Managed relationships with technology vendors, negotiating contracts and agreements to optimize cost structures and ensure the delivery of quality services.
- Evaluated and selected technology vendors based on their alignment with the company's strategic objectives and service requirements.

- Encouraged a culture of innovation within the IT team, fostering creativity and exploration of emerging technologies.
- Implemented initiatives to assess and adopt new technologies that could enhance operational efficiency and provide a competitive advantage.
- Implemented effective communication strategies to convey IT initiatives and changes to the broader organization.
- Led change management initiatives associated with technology implementations, ensuring smooth transitions and minimal disruption to daily operations.
- Fostered a customer-centric approach within the IT department, ensuring timely and effective responses to user needs and concerns.
- Implemented feedback mechanisms to gather insights from end-users, incorporating user feedback into ongoing technology enhancements.

EDUCATION AND PROFESSIONAL:

International Information System Security Certification Consortium (ISC2)
Certified Information Systems Security Professional (CISSP)

Accreditation Services International Commission
 (ASIC) **ISO 27001 Foundations**

London School of Business and Finance
MBA (Global)

MIT Sloan School of Management
Artificial Intelligence (AI)

HiTech Institute, Toronto, Ontario
M.C.S.A. & M.C.S.E. Certificate

Thomson Elite, New York, NY
Certificate – Prolaw SQL Reporting

PBSC Training Centre, Toronto, Ontario
Certificate Program, NT Core Technologies

Waterloo Management Education Centre, Waterloo, On
Certificate – Assertive Supervision

Waterloo Management Education Centre, Waterloo, On
Certificate – Supervision 2000

Georgian College of Applied Arts & Technology
 Computer Programming & Systems Analysis/Design

Memberships

Chief Information Officer Association of Canada
October 2020 – Present

Institute of Corporate Directors
August 2020 – Present

Hobbies / Interests:

Golf
Horseback riding
Glass art
Literature