

# DAVID LEBRAND, MBA

## CHIEF INFORMATION OFFICER

### Improving IT Performance by >60% in Turnaround, M&A & Start-Up Scenarios

Senior enterprise IT executive with 15+ years of expertise in the healthcare, manufacturing, retail, software development, telecommunications, financial, distribution/logistics, and consulting sectors. Excel at adapting management style, emerging technologies, and operational best practices to marry IT solutions with business needs. Earned a reputation as a big picture change agent who champions business objectives while harnessing and driving next-level technology performance.

#### **TECHNOLOGY LEADERSHIP SNAPSHOT**

- **Technical Leadership:** Expertise spans architecture, operations, call center technologies, CRM/ERP solutions, relational databases, data warehouses, security, storage, testing/development, and web-based tools.
- **Cost Containment:** Generated more than \$61M in expense savings career-long while pushing profitability up to 7%.
- **Board Advisory:** Experienced board-level communicator with a history of serving as Chairman of the Board for Socius Corporation, Counsel to the Chairman of Equalnet, and Board Member with Technology Extension Consulting.

#### **LEADERSHIP ASSETS**

• IT GOVERNANCE & OPERATIONS	• P&L OVERSIGHT	• STRATEGIC PLANNING & EXECUTION
• SARBANES-OXLEY COMPLIANCE	• M&A/START-UP OPERATIONS	• PERFORMANCE TURNAROUNDS
• AUDIT & COST SAVINGS	• DEVELOPMENT MANAGEMENT	• FACILITIES BUILD-OUTS
• POST-MERGER IT INTEGRATIONS	• PROCESS/POLICY BEST PRACTICES	• LEADERSHIP & COACHING
• VENDOR MANAGEMENT	• IN-HOUSE DEVELOPMENT	• OUTSOURCE DEVELOPMENT

#### **TECHNOLOGY LEADERSHIP ACHIEVEMENTS**

##### **CIO & Senior Vice President [2007 – 2011] • SENSESCRIP, Eden Prairie, MN**

**[2007 – 2011]**

Recruited to drive resolution of an IT material weakness and propel enterprise IT for this \$1.6B healthcare provider to the next level. Directed Infusion, mail order, PBM, retail, and specialty pharmaceutical distribution technologies spanning 100+ US locations.

**Transformed ill-focused information technology environment with legacy hardware, systems, and infrastructure, upgraded end-to-end systems and processes, and remediated IT material weakness to fuel best practices-driven operations and smooth out inherited post-merger integration lapses:**

- **IT Governance:** Strengthened technology and business redundancy, designing and implementing BioScrip's first IT strategic plan. Redesigned technology policies, boosted scalability, and devised bridge tactics to meet existing business requirements.
- **IT Reorganization:** Instituted first-ever Project Management Office, restructured department, and realigned operations in the midst of post-merger fixes to segmentation and silo application development delivery.
- **Infrastructure Redesign:** Laid the groundwork for B2B/B2C and internal customer e-commerce by designing and delivering a portal strategy. Revamped telecommunication/data network infrastructure to increase redundancy, retired 4 legacy credit processing applications, and eliminated forecasted PCI compliance issues.
- **System Upgrades & Conversions:** Upgraded and converted core accounting, VoIP, enterprise data warehouse, and clinical/financial systems. Produced >\$4.18M in infrastructure savings, renegotiating contracts, reusing components, and sourcing new vendor solutions. Improved business data/metrics visibility.

##### **CIO • OPTION ONE, Buffalo Grove, IL**

**[2004 – 2006]**

Guided domestic and international IT operations for this publicly traded specialty pharmacy solutions provider with \$600M in revenue and 60+ locations. Charged with creating and leading strategy to solidify IT operations and pave the way for rapid growth and scalability. Positioned IT organization for successful sale to Walgreens.

**Bolstered staff productivity 34%, operations 38.6%, and applications 29.1% while steering post-M&A integrations of 14 companies and 26 locations.**

- **IT Cost Elimination:** Saved \$2.3M in capital expenditures, strengthening solution sourcing and utilizing reusable infrastructure components. Cut \$460K in telephony costs and re-architected telecom infrastructure and audits. Drove costs from business model via asset management, e-learning, and mobile tool suite solutions.
- **Information Technology Scalability:** Migrated non-scalable architecture to robust, high-volume, and high-availability options. Retooled network and hardware to leverage previously untapped asset capabilities. Eliminated data center single points of failure within both physical and logical realms.

**CIO [1999 – 2004] | Partner [1998 – 1999] • TECHNOLOGY EXTENSION CONSULTING, Tomball, TX[1998 – 2004]**

Led IT strategy, management, processes, and assessments as interim senior executive for multiple Fortune 1000 companies. Served in director- to C-level roles with budgets ranging up to \$175M for organizations such as AIM Investco, AES, Ameritech, Boston Market, Cisco, SBC, and Scholastic Corporation.

**Produced more than \$50M in combined cost savings for clients, streamlining delivery and operations methodologies. Led ERP/CRM system implementations and recoveries spanning manufacturing and services:**

- **IT Process Methodology:** Standardized IT operations by developing and rolling out a process methodology encompassing 14 key processes.
- **CRM Integration & Migration:** Delivered early migration for 8.7K users for national telecom provider and saved 3 weeks of client down-time through the introduction of a pre-production testing process. Steered integration, implementation, and migration end-to-end.
- **Data Center Build-Outs:** Spearheaded architecture and execution of 2 data center launches and 3 migrations ranging up to 8.5K elements in Class A space.
- **Security & Disaster Recovery:** Enabled New York-based organizations to withstand 9/11 and Summer 2003 power outages, devising and auditing disaster recovery plans for mid- to large-size companies.

**EARLY CAREER PROFILE**

**Production Delivery Manager • AMERITECH COMMUNICATIONS, Rosemont, IL [2 years]**

Maximized 24x7 support for 27 telecommunications systems while leading 78 resources and \$10M OpEx budget, including desktop services, help desk, system administration, database administration, and Tier 2/3 production support. Built operational processes from start-up and exceeded or met post-initial release service levels for 11 of 12 months.

**Information Systems Manager [2 years] • CBIS, Itasca, IL [7 years]**

Pushed profitability from ~14% to ~21%, executing a consolidation strategy condensing multiple units into 1. Produced \$4.2M in annual cost-savings and lowered client expenses 11% on 2 key call center deployments. Steered client solutions delivery with a team of 53 and \$18M CapEx/Op Ex budget. Designed and rolled out key EFT/billing solution.

**National Accounts Manager [3 years]**

**Quality Assurance Manager [2 years]**

**EXECUTIVE PROFILE**

<b>EDUCATION:</b>	MBA with Financial Focus • AURORA UNIVERSITY BA in Business Administration & Strategic Planning • RIPON COLLEGE
<b>COURSEWORK:</b>	International Business   Public Relations   Labor Law & Management
<b>AFFILIATIONS:</b>	Governing Board Member, CIO Summit Minneapolis   Association of IT Professionals (AITP)   Elburn Lions Club   Magic Foundation