PHILIP W. ROGERS

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TECHNOLOGY / Business LEADERSHIP: CIO • CTO • VP • Senior Director

Visionary Technology Executive who:

➢ Leverages technology to drive dramatic YoY business-line growth.
➢ Develops and delivers leading-edge, innovative, and unique solutions.
➢ Spearheads end-to-end organizational transformation.
➢ Delivers insight gleaned from leadership experience in diverse business / technology verticals.
➢ Thrives in demanding, high accountability cultures.
➢ Overcomes long-standing organizational silos to grow efficiency and streamline operations.
➢ Serves as a clear communication bridge among executive leadership, business stakeholders, and technical teams.
➢ Empowers teams to consistently outperform expectations.
➢ Builds effective organizational goals system to ensure visibility and accountability.
➢ Gets the job done—and delivers the "impossible"—regardless of challenges or obstacles.

PROTOCOL NETWORKS, Chief Information Officer, Johnston, RI 2011-Present

Direct all internal and client-facing technology operations for this boutique IT architecture / strategy and management consulting firm. Direct all CIO Services consulting operations. Serve as CIO coach, review project plans, build 3-year plans, and define budgets. Work confidentially to resolve CEO / CIO issues. Overcome CEO / CIO silos, increase communication, and ensure alignment of client technology and business strategies. Coach non-technical C-level leadership to "ask the right questions" to clarify technology strategy and operations. Provide technology strategy / vision for Architecture / IT strategy teams. Direct IT Architects in senior level client engagements. Work closely with senior IT resources to improve client resolution plans.

Work closely with sales / business development to analyze engagements. Partner with C-level client leadership to discuss strategic and tactical objectives—and communicate engagement value. Review and approve all technology engagements. Negotiate contracts. Research and analyze new technology options.

- Drove significant top / bottom line sales growth for CIO Services and Technology Strategy projects.

Key Client Initiatives:

Recruited by Board to serve as CEO / Executive Crisis Manager for publicly traded, bitcoin company in turmoil. Worked closely with internal accounting and SEC accounting / legal teams to determine state of company health following departure of previous CEO. Communicated with stock holders. Worked with FBI and forensic bookkeepers to identify assets.

- Led successful company spindown.

Partnered with leadership of Fortune 50 retailer to streamline major datacenter migration. Served as public face of executive leadership and led team of 4 very Senior Technologists—including former Fortune 100 CTO and 3 Fortune 100 IT Architects. Drove 9-month / $2M analysis of hundreds of legacy applications—many mission-critical, 15+ years old, and written in obsolete languages—and built strategies to eliminate, migrate, or reverse engineer applications.

- Delivered seamless migration with 0 loss of critical functionality.

Developed security standards for genomic research company. Implemented research white room enabling work on anonymized genome data.

- Enabled continuance of critical research with full privacy / security.

Documented internal technology processes and ensured that all security plans were deployed supporting 2 company IPOs.

- Ensured full SEC compliance.

Built out wireless standards supporting all public schools in the State of RI.

- Transformed previous standards / processes to ensure maximal security.

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Internal Transformation:

Determine best-fit internal technology solutions including spend and ROI. Allocate resources for internal / external projects to maximize revenue and efficiency—and ensure balanced internal / external resource commitment. Recruit and lead team of 35-40 direct and matrixed resources across network, servers, and CIO services.

Spearheaded development of Managed Services organization to grow company stickiness and increase recurring revenue. Partnered with client leadership to determine major pain points*.* Led creation of cost-effective enterprise monitoring product.

- Delivered full profitability in month 1—and total recurring revenues of $3M / 25% of total company revenue—with 40% of total revenue anticipated.
- Recurring revenue currently supports all primary business and technology operations including core staff.
- Led product transformation to ensure robust functionality—while reducing cost by $150K / year.
- Product has been broadly rolled out to a range of strategic clients including publicly traded companies.

Built initial marketing strategies / efforts. Led website refresh. Focused marketing efforts around newsletter. Created internal / external events to build / maintain engineering team morale and grew resource skills and abilities.

- Marketing efforts have delivered $5M in total new revenue over 3 years—from 20 new recurring clients.

Executive Communication and Coaching:

Partner with client senior executive leadership to vet current / future CIOs; create CIO separation plans; and build / deliver effective, actionable technology plans.

Worked closely with financial firm IT Director and senior leadership to create mutually agreed upon staffing model. Coached Director on effective communication strategies to present and sell headcount requirements.

- Increased IT organization by 60%—driving increased on-time / on-budget delivery and growing customer satisfaction.

Coached Pharma company IT director on presentation skills and communication.

- Grew business / IT alignment supporting organizational transformation from pharma research to full-scale, publicly traded drug development.

Mentored CEO of publicly traded company to enhance clarity and communication with CIO. Coached non-technical executive leadership to "ask the right questions" to drive future technology strategy / investment.

- Enabled improved long-term planning capabilities and business alignment.

Partnered with client leadership to clarify IT staffing requirements.

- Led buildout of IT organization supporting IPO.

ROYAL BANK OF SCOTLAND, Cranston, RI 2006 – 2011
Vice President / Head of Service Protection 2010-2011
Promoted to build RBS Americas Service Protection organization encompassing Change Management, Problem Management, Implementation Planning, Service Integration, Operational / Production Readiness, and Enterprise Monitoring / Reporting. Created 5-year service management roadmap.

Leveraged ITIL frameworks to expand / standardize Change Management / Problem Management scope.

- Transformed enterprise perception from business impediment to a true business partner.

Partnered with Asia, Europe, and NA divisions to define, document, and socialize Global Enterprise Monitoring Strategy.

- Strategy was adopted globally.

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Vice President, Enterprise Monitoring and Reporting 2006-2010
Recruited—following major reorg—to direct and align NA Monitoring and Reporting operations with global standards. Partnered with VPs of Change Management, Problem Management, and Incident Management to build alignment, grow efficiency, and improve uptime / availability. Communicated with business-line leaders to improve decision making. Built and led 3 teams—Enterprise Monitoring Support, Enterprise Reporting, and Enterprise Reporting / Monitoring Architecture—with 20-40 total resources. Served as internal SME advising multiple business units on monitoring tools purchasing. Managed $10M budget and influenced $77M in total technology spend.

Unified and rationalized monitoring product spend. Eliminated product / contract duplication across multiple organizations.
- Delivered $4.1M / 90% savings over 3 years by absorbing previously siloed entities into central monitoring infrastructure.
- Cut maintenance contract costs by $1.2M / 31%.

Built standard IT system health dashboard, internal tracking, and metrics systems.
- Supported enhanced executive decision making.
- Solution was rolled out globally.

Grew group span of control to encompass full FCAPS (fault, configuration, accounting, performance, security) ecosystem—including Mainframe, Network, Distributed (Unix, Wintel), and Security tools.
- Eliminated long-standing, business-impacting silos.

SPRINT/NEXTEL, Inc., Reston, VA, 2004-2006
SME Telecommunications for 4G Development / OSSO Business Support 2005-2006
Led matrixed team of 120. Managed $50M OpEx budget.
- Slashed OSSO budget by 29%—from $72M to $54M—by leveraging post-Nextel / Sprint technology redundancies.
- Served as Network Operations lead team member for new technologies—including VOIP, EVDO, and 4G.
- Built proactive processes to address incident response, maintenance, and ticketing.

Network Performance Manager / Engineering and Operations Support 2004-2005
Led team of Business Analysts, Project Managers, and System / Application Administrators in support of circuit / network performance monitoring tools. Managed $2.2M budget.
- Maintained 99.99% uptime for all tools.

Previous professional experience includes Technical Manager, Network Operations Center with America Online.

EDUCATION and CERTIFICATIONS

Notre Dame University, Mendoza College of Business
Executive Certificate in Negotiation

American Intercontinental University
BS Information Technology (Summa Cum Laude)

Six Sigma, Green Belt, KT Problem Solving, Leadership Strategies Effective Facilitation