

JOHN H. SMITH

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DIRECTOR OF DATA SERVICES

STRATEGIC IT PLANNING | TECHNICAL VERSATILITY & DEPTH | DATA GOVERNANCE

Trusted Senior IT advisor to C-level executives who transforms business problems into business solutions to improve operations, support corporate strategy, and drive business growth

IT Executive who strengthens business models by adapting and driving IT strategy to corporate vision. Skilled at maintaining focus with Business Intelligence, Data Warehouse, and Data Governance initiatives while developing new business strategies and implementing new data frameworks that improve processes and exceed challenging and multifaceted business demands. Strategist with deep IT acumen and extensive experience in data management, data warehousing, cost accounting, and business intelligence solutions. Expertise in building high-performance teams, managing vendors, standardizing solutions, maintaining compliance, managing large-scale and complex technical projects and budgets while delivering successful results.

EXECUTIVE HIGHLIGHTS

- **Spearheaded a Data Governance initiative**—established to develop new data standards and governance to support cross-functional business groups such as Sales, and other internal groups; obtained executive buy-in and approval and later became the leader of the Data Governance group.
 - **Championed and delivered the migration of a \$4.5-million cutting-edge** reengineering effort of the technical architecture to support the development needs of a new data infrastructure.
 - **Selected to Direct Data Services Operations**—strengthened organizational structure by developing and adapting Data Governance strategy to company vision.
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CORE COMPETENCIES

Strategic IT Planning & Leadership • Database/Reporting Design & Development • Business Intelligence

Data Quality • Process Improvement • Data Management Strategy • Project Management • Staffing & Resource Management

EXECUTIVE EXPERIENCE

BNG Global Health, Inc. (1998—Present)

DIRECTOR OF DATA SERVICES

Resource Management | Performance Improvement | Data Operations

Top-performing Director with consistent promotional career track including roles in BE/DN Application Product Management and Project Management. Determine and adapt business requirements to IT solutions that streamline core business operations for business needs across the enterprise supporting sales, customer experience, supplier management, marketing, finance, and operations. Lead and monitor complex projects and work cross-functionally with internal business units to determine project scope, requirements, and resources; manage RFP's, select vendors, and determine best practices while ensuring project activities align with business objectives. Build credibility, establish rapport, and maintain communications with stakeholders and Executives.

LEADERSHIP

- Managed teams up to 30 resources; developed staffing plans, managed workloads, defined deliverables, hired resources, conducted performance reviews, and ensured compliance with established company policies.
- Valued mentor and leader—provides employees with the autonomy to do their work well while building strong, personal relationships in order to improve communication as well as advance business development efforts.
- Proactive team-based management style that gains employee confidence and utilizes their talent and knowledge.

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- Conceptualized and implemented business strategies for Operational Data Management, Data Warehousing, Master Data Management, and Business Intelligence that improved operational efficiency, enhanced visibility for effective decision making, and targeted business growth strategies for the organization

PROJECT MANAGEMENT

- Championed the design and alignment of the Master Data Management (MDM) strategy providing all Data Management and Governance processes to business teams.
- Directed full lifecycle project management for projects with a special focus on data management, data warehousing, and business intelligence solutions.
- Improved stability and reduced risk through the implementation and standards for data projects—including the stabilization of development initiatives by separating environments for development, test, and production.
- Led a \$4.5-million project and reengineering effort of the technical architecture to support needs of developing a new data infrastructure.
- Improved data visibility across the enterprise by leading a project that greatly improved business processes in the analyst and sales communities; provided training to more than 350 users for Business Intelligence solutions.
- Primary point-of-contact between business and technical teams—ensured the alignment of development efforts with bottom-line business objectives.

TECHNICAL STRATEGY & IT SUPPORT

- Hand-selected by the Chief Service Officer to run the new Data Governance Committee—determined data ownership, resolved data conflict, and aligned enterprise data with an emphasis on maturing data governance practices, improving data integrity, and reducing operational risk due to data quality issues.
- Pioneered the data strategy and business intelligence initiatives to support high-quality data reengineering, a \$4.5-million project that reduced operational costs; established C-level buy in, developed RFPs, executed projects, and maintained stakeholder communications.
- Business Information and technology strategist known for work in establishing Data Governance across the enterprise.
- Developed Enterprise Data Architecture, Data Analysis, and Modeling related roles and competence for data acquisition, data processing, data management, data quality, data analysis, data warehousing, MDM, and data integration.
- Established and led the Business Intelligence Steering Committee; developed and refined application vision and roadmaps in both functional and technical aspects of data warehousing and business intelligence solutions; aligned business objectives and matured business intelligence capabilities.
- Implemented self-service tools to provide users with easy access to enterprise-level data assets for leveraging data sources for various business needs.
- Consolidated development efforts across the enterprise—built standards and platforms for development, test, and production environments.

Prior Experience:

DECISION SUPPORT MANAGER—Good Samaritan Hospital/Colonial Healthcare

FINANCIAL ACCOUNTANT—Good Samaritan Hospital/Colonial Healthcare

QUALITY CARE SPECIALIST—Good Samaritan Hospital/Colonial Healthcare

OFFICE MANAGER—Good Samaritan Hospital/Colonial Healthcare

EDUCATION

Masters of Business Administration with dual major in Finance and Marketing—State University, Albany, GA

Bachelor of Science in International Business with a minor in Management—State University, Albany, GA