EILEEN WIRLEY

Summary

Experienced CIO who has successfully transformed organizations and operations through change. A strategist who inspires people with vision, while building strong flexible teams that reach across boundaries to overcome obstacles and achieve stretch goals. Proficient from strategy through execution. Notable achievements:

- Successfully carved out and established a global IT organization, environment & operations in a complex $2.5B divestiture

- Managed the corporate Global Applications Operations for a $14B global company while simultaneously directing a multi-year multi-million dollar worldwide rollout of ERP (SAP).

Key Strengths:

✓ Fortune 500, Healthcare & Education experience	✓ Excellence in Program & ERP management
✓ Proven track record managing Global IT Operations	✓ International expatriate experience
✓ M&A experience (acquisition and divestiture)	✓ Business operations management

Experience

University of Rochester, Rochester NY   2008 – 2/28/15

Associate Chief Information Officer
Reporting to the CIO, responsible for Enterprise Computing strategy and operations, including Data Center Strategy and Operations Management, System Engineering & Administration, and Help Desk operations.

✓ Construction of and migration to new primary, second and research data centers supporting Academic, Research and Medical Center computing
✓ Initiated and deployed deliverables-based phases & gates project methodology
✓ Implemented a consolidated resolution-based helpdesk and supporting systems including call logging, chat, IM, IT Service Request and user self-help, resulting in improved customer service and operational metrics
✓ Established the Contract Management Program Office to ensure vendor contract best practices, implement standard terms & conditions, and achieve optimal pricing through IT contract negotiations
✓ Successfully outsourced the University Mainframe infrastructure and services
✓ Implemented a new Equipment Recovery business to collect and properly dispose of old IT and electronic equipment. Resulted in a new funding source and addressed data security audit findings
✓ Established cross-functional collaborative Data Center governance which is the model for University-wide IT governance
✓ Migration from on-premise faculty and staff email to cloud-based Office 365

Carestream Health, Inc., Rochester NY   2007–2008

Chief Information Officer
Reporting to the CEO, responsible for Enterprise IT: applications and infrastructure architecture, strategy and operations. Led an internal global team of 300, in addition to outsource and contract partners, delivering services to 8100 users at over 160 sites in 42 countries. Managed a $65M operating expense budget and a $5M capital budget, as well as a significant one-time cost budget for IT separation work related to divestiture.

Major Highlights:

Cost Management: IT Operating Expense under budget by 10%; IT Capital spend under budget by 57%

Day 1 Organizational and Operational Readiness:
- ✓ Successful replication, separation/integration, and "go live" of global applications (600+) critical to Day 1 business operations, with no business disruptions
- ✓ Beat all estimates for stabilization duration. Exited all stabilization Transition Service Agreements on time
- ✓ Recruitment, hiring, and training completed to fill 300 IT positions globally with all critical skill gaps filled
- ✓ IT Global Production Support operations fully staffed, trained and operational, with key processes in place
- ✓ Met original Service Level Agreements for uptime and problem resolution despite numerous changes
- ✓ Compliance: Sustained controls during carve out, resulting in a "Well Controlled" audit finding for IT

New Standalone IT Environment:
- ✓ Complex Independence program comprising 25 interdependent projects launched to design, build and migrate to standalone global IT environment across Telecom, Data Centers, Applications and Workstations
- ✓ Negotiated and signed major multi-million dollar vendor managed services agreements under aggressive timelines

New Capability / Business Enablement:
- ✓ CRM Sales & Marketing – implemented Salesforce.com in the US&C, and established roadmap for global roll out. Rapidly delivered global sales funnel, filling a huge capability gap
- ✓ CRM Service – Completed vendor selection (SAP), obtained funding, and launched program to replace legacy systems globally, at a quarter of the cost and half the time of previous programs.
- ✓ Numerous additional projects delivered

Eastman Kodak Company, Rochester NY

IT Director – Business Unit CIO, Worldwide Information Systems   *2004 - 2006*
IT partner to business units, ensuring business and IT strategy alignment. Included advising and driving IT activities related to mergers, acquisitions and divestitures, Sarbanes-Oxley compliance remediation, and project definition and sponsorship.
- ✓ As CIO for Health Group, served as a key member of the Divestiture Core Team. Ensured IT readiness for deal scenarios and presented IT overviews to interested parties as part of due diligence
- ✓ As CIO for Graphics Communication Group, drove IT strategy and projects to integrate acquisitions, such as KPG, Creo and Versamark
- ✓ As IT Director for Service Systems, managed CRM project roadmap and deployment for the Siebel program
- ✓ Finalist – Women's Forum 2006 Jane Lanphear Leadership Award

IT Director – Global Applications Operations, Worldwide Information Systems   *1999-2004*
Assumed increasing responsibilities starting with ERP Program Management and Global Release Delivery, adding Production Support, and ultimately ending up with responsibility for all global application design, development, delivery and support. At its peak, this included 1,200+ internal IT resources worldwide, 2,100+ applications, and a budget exceeding $200M annually.
- ✓ Despite 50% headcount reduction to meet corporate cost goals in Q4 2003, met all SLA's and delivered major programs on plan
- ✓ Complex upgrade of SAP global instance and ERP Latin America Region projects delivered on schedule in 2004 with no adverse business operations impact
- ✓ Implemented a global resource pool of systems analysts which maximized flexibility while improving execution capability
- ✓ Implemented Global Sourcing partnerships with Mascon, Wipro and Infosys, moving Production Support and Application Development to lower cost offshore vendors in a Global Delivery Model
- ✓ Key driver of Portfolio Management and strategic deployment roadmap

IT Manager – ERP (SAP), Worldwide Information Systems   *1997-1999*
Joined the Enterprise Resource Planning Program during Release 1, as Order to Cash team Process lead. Quickly progressed through a series of roles including system test lead, design and development manager, and project manager. Developed processes aimed at improving ERP Program organizational effectiveness.
- ✓ Successfully delivered ERP projects
- ✓ Developed and implemented a Scope Management process to protect the integrity of the global design
- ✓ Designed and rolled out a formal Knowledge Transfer process and tools

Director, Logistics & Supply Chain – Office Imaging Business Unit   *1995 - 1996*
Responsible for Copy Products Equipment supply chain from production planning through product allocation to orders, including managing the WW Sales & Operations Planning process. Responsible for the Bekins alliance ($16M/yr), through which Office Imaging received transportation and inventory management.
- ✓ Developed pay for performance plans with Bekins
- ✓ Devised and rapidly implemented new equipment allocation process resulting in reduced inventories and order cycle time, and more efficient use of personnel
- ✓ Improved annual average order cycle time from 39 days in 1995 to 25 days by year-end 1996

Manager, Customer Service & Logistics – Office Imaging Business Unit   *1994 - 1995*
Responsible for managing a team of customer account administrators ensuring timely Copy Products Rental and Equipment Maintenance Agreement billing.
- ✓ Successfully implemented first regional customer support team consolidation into Rochester's national customer service center. Reduced operating costs with no adverse impacts on customer satisfaction
- ✓ Performance metrics best in nation. From January to December 1994, reduced net delayed billings by 56%

Eastman Kodak Company, London, England
Manager, Special Projects – Office Imaging, European/AFME Region   *1991-1993*
Responsible for coordination and implementation of initiatives to support local country and/or regional management, in response to new business requirements.
- ✓ Coordinated start-up of copier configuration center in Stuttgart, Germany
- ✓ Managed Royalty process subsequent to Kodak's acquisition of the IBM copier business
- ✓ Represented Office Imaging BU on Corporate initiatives, such as Strategic Framework, Quality Leadership, MRPII Sales & Operations Planning Quality Team, and European Union integration

Eastman Kodak Company, Rochester NY
Supervisor - Copy Products Logistics   *1989 - 1991*
Responsible for managing District Billing Analysts responsible for Copy Products Rental and Equipment Maintenance Agreement billing nationwide worth $735M annually.
- ✓ Led the team to achieve significant cycle time and billing accuracy improvements

Systems Analyst / Business Analyst - Copy Products Information Systems   *1982 - 1989*
As a PL/1 programmer, designed, programmed, tested and implemented several major enhancements to the Copy Products Equipment Tracking and Billing systems. As a business analyst, generated system specifications for programmers, developed and coordinated testing, wrote operational procedures, and developed and delivered user training.

Education

1989 - MBA, University of Rochester, William E. Simon Graduate School of Business Administration
Concentrations in Marketing, Organizations & Markets, and Business Environment & Public Policy

1982 - BA, University of Notre Dame, South Bend, IN
Majors in American Studies and in Computer Applications
> *Magna cum Laude*
> Phi Beta Kappa
> Hugh A. O'Donnell Award for Academic Excellence in American Studies

Affiliations

Career Development Services – Board of Directors: *2001 - 2011*
> Board Chair: 2007 – 2010
> Vice President and Development Chair: 2003 – 2007

MIS Advisory Board, Saunders College of Business, Rochester Institute of Technology: *2000 – Present*

IT Management Advisory Board, Mendoza College of Business, University of Notre Dame: *2012 - Present*

eBusiness Association – Board of Directors: *2007 – 2010*

Association for Women in Computing Upstate NY Chapter – IT Woman of the Year Award finalist: *2008*

Women's Leadership Council of the United Way of Greater Rochester: *2008 – present*

Executive Leadership Team – American Heart Association, My Heart. My Life. Campaign & Rochester Heart Walk: *2012 – 2014*

Mentor, Women Helping Girls, American Association of University Women: *2012 - present*

Vice President & Treasurer, Notre Dame Class of 1982, Notre Dame Alumni Association: *2012 – present*

St. Paul's Church, Webster NY: *Finance Committee (2011 – 2014), Good Sam (Samaritan) Committee (2009 – present), Eucharistic Minister (2009 – 2011), School of Religion teacher (2002 – 2009)*

Intervol *– RUMS (Recovery of Unused Medical Supplies) volunteer*