



Michael C. Peters

Presented By: Jenny Kertsos

Information Technology Applications and Operations

Driven and results-oriented leader with over 20 years of experience guiding IT software initiatives and process design for diverse corporations. Dedicated to proficiently leading cross functional teams and analyzing existing issues in order to develop advanced solutions that generate improved work flow process and contribute to the achievement of corporate business goals. Areas of expertise include:

Software Implementation • Program Management • Process Design • Project Management • Team Liaison
Applications Management • System Requirements • Testing • Issue Resolution • Research and Analysis System
Configuration • Process Training • Program Management • Cross-Functional Communication

INDEPENDENT CONSULTANT • 2015-Present

Assisted with software requirements, vendor/product selection, contract negotiation and acquisition for a \$4+ Million implementation of the Itineris Customer Information System (CIS) for a local utility, including limited assistance during the implementation phase. Also coached work teams on leadership processes using methodologies from "Multipliers" by Liz Wiseman and Gallup's "CliftonStrengths".

CITY OF GEORGETOWN, Texas • 2009-2015

Municipal government and electric/water utility for 50,000 citizens north of Austin, TX, with 550 employees and an annual budget of \$200+ Million.

Director, Information Technology

Led a staff of 17 providing all IT services for the City and its utilities, including data center operations, application selection and implementation, end user support, etc. Provided IT leadership for numerous application implementations including Enterprise Asset Management, Computer Aided Dispatch and Automated Metering Infrastructure as well as many infrastructure upgrades (including server virtualization, virtual desktop infrastructure, mobile device initiatives and Exchange 2010). Provides all policy, budget and financial management for IT, including coordination with senior management and the City Council.

FLEXTRONICS, Austin, Texas • 2006-2009

Global electronic manufacturing services firm, (formerly Soletron Corporation) based in Singapore with 200K employees and \$34B in sales.

Director, Global Procurement Organization, Business Operations

Spearheaded global business team guiding deployment of Kinaxis RapidResponse advanced planning software throughout manufacturing sites. Direct project management and planning while leading staff of up to 6 talented team members during each implementation. Design project roadmaps, related business processes, issue research and resolution.

- Led business team management of 2 RapidResponse upgrade projects.
- Directed software implementation at 14 Flextronics manufacturing sites.
- Achieved highest annual performance rating in first year, promotion during 2nd year.
- Directed RapidResponse IT team for 3 months due to staff departure, recognized by group VP.
- Created standardized testing procedures used in all site implementations.

NETAPP, Inc., Sunnyvale, California • 1999-2006

Data storage/management solutions company with \$3B annual sales through direct and indirect channels.

Director, Information Technology

Guided application development and operations for finance and manufacturing systems. Supervised staff of 30 talented team members including 3 direct reports. Functioned as liaison between manufacturing and finance business leaders, while managing \$13M annual budget. Managed system development, enhancement, uptime and performance while simultaneously nurturing and advancing high-performing staff members.



TECHNOLOGY SOLUTIONS

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- Directed \$25M project to implement global replacement of legacy systems with Oracle 11i ERP, using a customized version of the Oracle On Demand Service
- Served as interim CIO (4 months), developed \$105M annual budget while supervising over 200 employees.
- Coordinated all IT audit activities, including efforts to achieve first year Sarbanes-Oxley compliance.
- Guided upgrade initiatives for Oracle 11i ERP system utilized by the manufacturing and finance teams.
- Slashed order communication time by implementing real-time closed-loop integration of company's business systems with its largest supply chain partner.
- Deployed first advanced planning tool for the manufacturing operation and executed several projects over 6 years to support NetApp's Configure to Order (CTO) business model.
- Elevated work volume and project quality while lowering expenses by instituting improved system development life cycle procedures and leveraging offshore development resources
- Achieved several internal project awards, plus an award from Kinaxis Corporation for innovative tailoring of its RapidResponse product within NetApp.

PHILIPS SEMICONDUCTORS, Sunnyvale, California • 1996-1998

Leading global manufacturer of semiconductors with \$4B in annual sales.

Manager, Strategic Systems Group

Led team designated to restructure IT support system for the U.S. operation from internal groups to outsourced models utilizing EDS. Transitioned several IT groups including IT operations, applications development, as well as desktop and network support, to EDS over 2 years. Managed daily contract issues and logistics for \$26M annual account with EDS, including 250 EDS employees. Also managed internal staff of 4 cross-functional team members in IT policy development, billing, and contract management.

- Directed changeover of desktop and network teams to EDS in 3 weeks.
- Spearheaded \$4M Y2K remediation initiative to ensure all company applications were Y2K ready.
- Instituted advanced chargeback system to provide individual departments keen visibility of their billings from EDS.

ADDITIONAL POSITIONS

PACIFIC LIFE • Manager, Real Estate Systems • 1990-1996:

Managed all systems for the Real Estate Group including applications, networks and desktops. Administered complex loan servicing application for commercial mortgages and corporate REO. Led technical management for loan servicing system enhancements supporting corporate entry into the CMBS servicing market. Piloted restructuring efforts for primary loan servicing system into new technologies in collaboration with the software provider and several other customers.

PRICE WATERHOUSE • Accounting / Management Consulting / Project Management • 1980 – 1990:

Guided deployment of real estate-specific systems at several divisions of Trammel Crow Co., Bell Canada Enterprises, Olympia and York. Served as consultant on REO processes for over 4K properties involved in FDIC takeover of First Republic and Interfirst banks in Texas. Conducted numerous IT reviews for audit clients.

EDUCATION/TRAINING

Masters of Business Administration

Pepperdine University, Malibu, California

Bachelor of Business Administration

University of Wisconsin, Oshkosh, Wisconsin

Certified Public Accountant (Wisconsin), Certified Information Systems Auditor