JAMES F. THORNTON

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EXPERIENCED CHIEF INFORMATION OFFICER
Leadership | Vision | Strategy | Alignment | Change

KEY PROJECTS & ACCOMPLISHMENTS

✓ Transformed department creating better alignment, improving services, achieving a 20% cost reduction, while supporting company growth and implementing a new contact center solution.

✓ Collaborated cross functionally to lead a turnaround of a call center's custom intake application.

✓ Created new revenue model to provide recurring revenue and a decreased sales cycle.

✓ Consulted a "Not for Profit" ($26 million in revenues) on how to structure their technology department.

✓ Created new reporting structure that aided in multi-million contract negotiations with American Airlines, Delta, Avis, and Wyndham Hotels.

✓ Led the design and implementation of a hosted Citrix platform providing a scalable architecture for remote workers, disaster recovery, and cost management savings for support and maintenance.

CAREER HISTORY & ACCOMPLISHMENTS

Malham Leverage Group, LLC

CHIEF INFORMATION OFFICER ....02/12 to Current

✓ In first 90 days assessed department and created a strategy that addressed service improvement, staff changes, outsourcing selected services, while meeting the needs of company growth plans.

✓ Reduced I.T. costs by greater than 20% in year two and an additional 10% for the year three budget.

✓ Responsible for providing vision and strategic direction for all application development, systems and technology supporting the global MLG umbrella compromising 200 employees.

✓ Evaluated financials leading to decisions that resulted in immediate bottom line gains.

✓ Led the implementation of a hosted Contact Center Solution to meet the growing needs of the Call Center while reducing ongoing support costs.

✓ As part of strategic plan the following were accomplished: upgrades to the server farm, upgrades to core and edge networks, ISP vendor redundancy with BGP, move to SIP, new MPLS network.

✓ Actively migrating infrastructure to the cloud to reduce costs, support mobile workforce, increase disaster recovery and business continuity capabilities, and position for additional office locations.

✓ Contributed to Senior Executive team by creating a more strategic approach to business objectives.

Altercreek (Founder) / ATIBA, LLC – Nashville, TN..01/09 to 01/12

- ✓ Consulted and worked with multiple companies on a wide variety of projects which included project management of an ERP implementation and custom DotNet/SQL Development.

- ✓ Advised company growth in overlooked department which has since experienced significant growth.

- ✓ Consulted, managed, and provided leadership to turn around a failed software project for a company's custom developed call center intake application.

bytes of knowledge, llc – Nashville, TN

DIRECTOR OF WEB SERVICES .... 12/00 to 12/08

- ✓ Created marketing and sales plan resulting in a 50-200% increase in the size of projects.

- ✓ Expanded and managed services including: Strategy & Consulting, Custom Development, Website Design, eCommerce, SEO & SEM, Email Marketing, Hosting.

- ✓ Actively involved with the sales process including client prospecting, project estimates, and proposals. Involvement in process often resulted in 50-300% increase in project size.

- ✓ Architected , and implement various applications using VB.Net, C#.Net, ASP.Net, ASP, MS-SQL 2000, MS Access, XML, HTML, CSS, JavaScript, Crystal Reports.

- ✓ Led implementation of virtual server hosting environment for hosting services.

DIRECTOR OF PROGRAMMING & DEVELOPMENT ....04/00 to 11/00

CENDANT TRAVEL – Nashville, TN

MIS MANAGER – ACCOUNTING ....07/99 to 04/00

- ✓ Created and implemented plan to expand the MIS department to meet growing demands. The plan addressed reporting requests, data integrity, network architecture, and application development.

- ✓ Developed Y2K disaster recovery and business continuity plan for the accounting systems.

- ✓ Managed department responsible for supporting accounting network and systems, reporting needs, and agent incentives for travel operations spread across 8 call centers throughout the United States.

ASST. MIS MANAGER - ACCOUNTING ....01/99 to 07/99
MIS SUPPORT SPECIALIST - ACCOUNTING ....10/97 to 01/99
TRAVELBASE SUPPORT SPECIALIST - ACCOUNTING...04/97 to 10/97

- ✓ Above roles included network administration, report development, application development, accounting systems and network support, vendor management, server and desktop support.

EDUCATION

Bachelor of Arts, Accounting 1988-92, Taylor University, Upland, IN
Programming and Networking Classes 1996-97, Nashville State Tech, Nashville, TN