

JOYCE MORGANTI

549 Williams Mine Rd • Plainfield, NJ 07060 • H 908.222.5825 • joycermorganti@gmail.com

Results-driven, Transformation IT executive with a proven record of success in global operations who has successfully led across multiple industries (Financial, High Tech, Medical devices, Manufacturing, Retail, Biotech/Pharma). Experienced in building and leading global teams in support of business in more than 50 countries. Recognized leader in executing major transformational IT change initiatives and organizational change management. Strategic partner, focused on building and delivering IT strategy and solutions aligned with business goals. Leader in process improvement, project management, technology roadmaps, and enterprise solutions delivery. Experienced in outsourced environments. Fluent in Arabic and French.

RESULTS-FOCUSED EXPERTISE

- ✓ IT Vision and Strategy
 - ✓ Change Leadership & Organization Design
 - ✓ Multi-year Technology Roadmap
 - ✓ Mergers & Acquisition integration & Divestiture
 - ✓ Business Process Re-engineering, and Six Sigma
 - ✓ Global IT Services Models
 - ✓ Performance, Operations, & Process Mgt
 - ✓ Vendor Management
 - ✓ Enterprise Program & Project Management
 - ✓ ERP Implementations
 - ✓ Global, Multi-Cultural Leadership
 - ✓ Regulatory, FDA Systems Validation
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DELIVERING RESULTS - PROFESSIONAL EXPERIENCE

Consulting

1/2018 – Present

- IT consulting services, with focus on small to large project efforts.

- GLG (Gerson Lehman Group): Providing domain expert advice and consulting on topics such as technology, strategy, outsourcing, etc...

This time is allowing me to provide care for elderly parent, do consulting work, participate in professional IT events (Boston CIO Summit, SIM CIO Forum, IDC Directions 2019, Deloitte Executive Women in Tech Summit, Cybersecurity online training...), increase my knowledge in digital transformation, manage an overseas construction/renovation project, and travel, while exploring options for my next exciting opportunity.

Sanofi , Cambridge, MA

3/2017 – 12/2017

€34 B French multi-national pharmaceutical company

CIO – Global Head of IT for Sanofi-Genzyme & Global Solutions Center for Integrated Patient Care

Brought in to globalize delivery of solutions to Sanofi-Genzyme through a team of over 50 members and bring back on track the execution of a critical Integrated Patient Care program.

Total Budget of 52M Euros. Led a team of IT professionals to support the Specialty Care Genzyme business of over 6 billion Euros, with a focus on commercial and medical solutions across the world.

Solidified key Patient Care program structure, business partnership in particular in Europe and Asia/Pacific. Established an enterprise IT career track, assessment, and development tool for Program and Project Managers, and Business Partners. Initiated IT strategic plans for Commercial and Medical Affairs businesses. Launched digital transformation efforts for Sanofi-Genzyme.

Avery Dennison-Materials Group, Mentor, OH

6/2014 – 3/2017

\$4.5B Division of Avery Dennison (\$6.5B), global manufacturer of Graphics & Adhesive products.

Global Vice President IT, Materials Group CIO

Brought in to globalize IT operations, reduce operating costs, modernize applications footprint, improve partnership with global and regional business, and solve ERP dilemma.

Team of ten direct reports, and over 175 team members. Total of \$32M Capital and \$100M Expense budget, providing leadership and support to \$4.5B Materials Group business at 102 sites across 38 countries. Strengthened partnership with business, developed IT strategy, drove eCommerce, data management and Business Analytics capability while increasing sustainability of current platforms. Developed a technology roadmap across all functions of the business. Created a stronger and more agile IT team, with a target of 10% productivity gain. Outsourced applications maintenance and support to a managed Services Model, achieving an annual recurring \$2.5M savings.

Key achievements:

- Reduced IT operating costs from 2.4% of revenue to 1.7% between 2014 and 2017.
- Led an organization transformation from a regional to global operating model, while keeping focus on staying close to business and regional markets (38 countries), streamlining structure and eliminating duplication. Achieved overall employee engagement index of 84.2% (10% greater than prior year) with 93% participation.
- Led the selection of a global ERP solution, with initial launch in North America in 2016
- Developed a multi-year technology roadmap, driving standardization and rationalization of applications footprint, globally. Achieved an 8% reduction in 2016.
- Implemented an IT core competencies maturity model, with emphasis on developing key disciplines in the organization (architecture, project management, business analysis, analytics).
- Formulated and began implementation of a CRM and digital eCommerce strategy.

Delhaize Group, Salisbury, NC**6/2012 – 6/2014**

\$30B Belgium-based food retailer, operating over 3000 stores globally.

Vice President, Solutions Delivery (Delhaize America)

Brought in to upskill organization, resolve inefficiencies of antiquated systems, and build a stronger partnership with business.

Team of eight Directors, 160 team members + over 100 consultants. Portfolio of Retail, Pharmacy, Customer-facing, Web, Supply Chain, and Shared Services applications. Total of \$50M Capital and \$43M Expense budget, providing leadership and support to \$20B Delhaize America business.

- Transformed the IT development organization into a customer-facing partner with the business, raising the level of collaboration and trust as I established the pivotal roles of Business Relationship Managers and drove rigor in portfolio management, project execution, and solutions delivery.
- Established PMO, Technology governance and prioritization processes and visibility to portfolio.
- Championed evaluation of ERP options, including Oracle and SAP.
- Deployed Point Of Sale (POS) and technology transformation to over 1500 stores (\$58M budget).
- Remediated key controls and audit deficiencies, in order to stabilize IT performance.
- Partnered with the business, developing business capability and technology roadmaps to rationalize our applications footprint and strategically optimize our support of business functions (Supply Chain, Retail, Pharmacy, Corporate functions).
- Key contributor to IT strategy, and a thought leader in developing applications architecture, and establishing a business analytics and data management capability.

TEXTRON Corporation, Providence, RI**2006 – 12/2011**

\$10B global multi-industry company (Capital Financing, Manufacturer Aerospace, Defense, & Industrial).

Senior VP, Information Technology (2008 – 12/2011)**Vice President, Information Technology (2006 - 2008)**

Brought in to improve IT processes and delivery, build a PMO, establish partnerships with business at Corporate and BU. Organizational budget of \$5.2M. Team of one VP, three Directors, two Systems Managers, 30 team members of project managers, business analysts and developers.

Responsible for PMO, Software Quality Assurance, Applications Security Administration, Captive Finance Business and Corporate & Division applications development, integration, and maintenance.

- Improved delivery and aligned investments with business objectives, established PMO, redefined PM methodologies, implemented Agile, introduced ITIL, established governance and projects prioritization and portfolio management. Oversight of 20-28 projects annually, with 95% rate of on-time delivery.
- Created a culture of accountability and continual development supported by a definition of enterprise Project Management, Business Analysis, Business Intelligence, and Technical competencies model.
- Realized \$1.5M in savings by modernizing systems, introducing new technology with Open Source, virtualization, reducing applications footprint, consolidating servers, reducing annual maintenance fees.
- Increased collaboration, transparency, and partnership with the business through development of technology plans, spend forecasting and management, and performance metrics.
- Developed a process-driven technology roadmap with emphasis on gaps assessment and architecture.
- Delivered lower cost solutions, leveraging off-shore resources and stronger collaboration with suppliers.

STERIS Corp, Mentor, OH**2003 – 2006**

\$1B global manufacturer of medical devices, decontamination and infection control products.

Director, PMO & QA (2004 – 2006)**Director, Business Systems Development & Solution Delivery (2003 – 2004)**

Brought in to lead a global CRM implementation, establish a PMO, establish an IT governance, revitalize a development and support team, and establish a business partnership with presidents of business units.

Reported to CIO – Organizational budget of \$4M and projects budget of \$62M. User base of about 5000.

- Collaborated with Presidents of BUs and CFO to establish a governance model which contributed to stronger alignment of IT and business, informed decision-making and prioritization of IT investments.
- Established a PMO, portfolio oversight, SLAs, and IT operational performance metrics.
- Brought efficiency and rigor in strategic planning, and annual budgeting. Created the first IT strategic plan and managed total IT expense budget of \$33M.
- Reduced company's non-compliance risks by integrating FDA and software validation requirements into PM methodology and enforcing rigor in software testing, scripts re-usability, and release management.
- Oversaw a portfolio of more than 65 IT projects.
- Led applications architecture and footprint rationalization analysis, based on business processes.
- Supported 16 manufacturing sites with Oracle Order Management, warehousing, legacy manufacturing.
- Established a global organizational model, integrating European operations with North America.
- Led integration of IT staff and platforms (Oracle & SAP) due to European manufacturing acquisitions.
- Led a global Siebel CRM project of \$37M in benefits across Sales, Service, and Oracle Order Management. Managed a team of over 75 IT, external consultants, and business members.

NCR Corp – Dayton, OH**1999 – 2002**

\$6B Manufacturer of ATM, POS equipment, and datawarehousing solutions.

Director, IT Enterprise Applications (2001–2002)**Director, Global Deployment - Finance Solutions France, and Dayton, OH (1999 – 2000)**

Managed seven managers with 51 direct reports of business consultants, and a budget of \$5M. Responsible for strategic planning, relationship management, full life-cycle project management. Managed the Enterprise Financial Systems portfolio for worldwide applications (58 installations).

- Corrected a 4-month lag on a multi-million dollar and nine-country project, completing the EURO conversion of Oracle 11 Financials and Order Management project one month ahead of schedule, and protecting \$1.3B in revenue. Managed a team of over 50 IT and business members across the globe.
- Implemented a follow-the-sun support structure, providing proactive support around the world.
- Partnered with ADP and successfully implemented a managed services enterprise-wide payroll outsourcing initiative in six European + 12 Asia/Pacific countries.
- Reduced cost by \$1.3M after realigning team into a global model, eliminating support redundancies.
- Participated in M&A in Europe and Asia/Pacific and led team in integration of Financial Systems.

GE Capital, Cincinnati, OH**1998 - 1999****Quality Manager – Six Sigma Black Belt**

Partnered with CIO and supported six of his direct reports and 150 IT staff. Advised CIO on Quality and process improvement capabilities. Developed IT performance measures. Led project teams in implementing Green Belt projects, using Quality tools. Streamlined IT workflow and improved hand-over of deliverables among teams, resulting in redefinition and implementation of a new organization structure. Increased visibility and accountability by implementing a dashboard of key IT performance metrics.

NCR CORP – Dayton, OH**1988 - 1998**

\$6B Manufacturer of ATM, POS equipment, and datawarehousing solutions.

Director - Business Process Re-engineering (1997 – 1998)

Implemented global applications and tools and improved processes with minimal disruption to internal customers. Participated on a global team to move the Finance functions from country-based to regional shared services, defining standard financial processes and redeployed resources accordingly.

Program Manager, Financial Systems (1996 – 1997)**IT Manager, AT&T GIS/NCR, Australia (1995)****Business Manager - AT&T GIS/NCR, France (1994 – 1995)****Strategic Planner, International IS, NCR Corporation, Dayton, OH (1994)****Technology Consultant, Corporate IS, NCR Corporation, Dayton, OH (1993 – 1994)****Financial Specialist, Europe Group, NCR Corporation, Dayton, OH (1992 – 1993)****Business Consultant, NCR Corporation, Sophia-Antipolis, France (1990 – 1991)****Programmer/Analyst, Europe Group, NCR Corporation, Dayton, OH (1988 – 1990)**

EDUCATION AND PROFESSIONAL DEVELOPMENT

All degrees earned while working full-time.

MBA, International Business, Xavier University – Cincinnati, OH – 1993**BS, Management Information Systems, Honors, University of Dayton – Dayton, OH – 1988****ITIL v3 Foundation Certification – Providence, RI – 2010****Executive Leadership Program – Thunderbird – 2008****DFSS Six Sigma Green Belt – 2007****Project Management Professional (PMP) since 1999****DMAIC Six Sigma Black Belt – 1999****Masters Certification in Program Management, PMI Program – George Washington University – 1997**

Past Governing Body Member – Boston Data Officer Summit (Evanta)

Member, SIM Boston

Past Member, Board of Directors – Special Olympics of Rhode Island