



Joyce R. Morganti, MBA

Global CIO | CTO | SVP of IT

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CAREER SUMMARY

Joyce Morganti is a seasoned IT executive with global experience in business transformation and operations across multiple industries (financial, high technology, medical, manufacturing, retail, biotechnology/ pharmaceutical) across more than 50 countries. Joyce is a strategic partner focused on building and delivering IT strategies and solutions aligned with business goals. She uses her global leadership experience, process improvement, project management, technology roadmaps, enterprise solutions delivery, and M&A experience to deliver a positive impact to the bottom line. Joyce is a recognized leader in executing major transformational IT change initiatives and organizational change management. Her recent CIO experience was in the biotech and manufacturing industries for Fortune 100 global organizations, leading teams with hundreds of employees. She is fluent in English, French, and Arabic, and she holds a MBA in International business. Joyce is available for a CIO or equivalent position throughout New England, and she is willing to relocate for the right opportunity in North America, Europe, and the UAE.

TOP SKILLS

Technology Vision and Strategy
Process Re-engineering
Multi-year technology roadmaps
Mergers & Acquisitions and Divestiture
Global multi-cultural Leadership
Change Management
Organizational Design

Enterprise Data Management
Architecture Design
Agile Methodologies
Global IT Service Models & Delivery
Systems Lifecycle Management
Cloud Computing
Six Sigma Black Belt

Business Continuity
Disaster Recovery
Risk Management
Vendor Management
Compliance Management
ITIL Certified
Outsourcing

Budgeting & Planning
Operational Metrics
IT Governance
ERP & CRM Implementation
Architecture Design
Program Management
IT Portfolio Management

EXPERIENCE

CIO/CTO - Virtual and Contracted

Providence, RI

1/2018 – Present

- Consulted as a Virtual CIO for several organizations on IT leadership, strategy, and project management.
- Participated in the Boston CIO/CTO Summit, SIM CIO Forum, IDC Directions 2019, and the Deloitte Executive Women in Tech Summit.

CIO – Global Head of IT, Sanofi-Genzyme

Cambridge, MA

3/2017 – 12/2017

- Executive sponsor and leader of the IT organization for Sanofi-Genzyme, and Global Solutions Center for Integrated Patient Care for all Sanofi, a €34 billion French multi-national pharmaceutical company.
- Led a team of IT professionals with a total budget of €52M to support the Specialty Care Genzyme business of over €6B with a focus on commercial and medical solutions across the world.
- 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.

Global Vice President of IT, Materials Group CIO, Avery Dennison

Mentor, OH

6/2014 – 3/2017

- Responsible for \$4.5B division of Avery Dennison (\$6.5B), a global manufacturer of Graphics & Adhesive products, and tasked with the globalization of IT operations, reduce operating costs, modernize applications footprint, improve partnership with global and regional business, and solve ERP dilemma.
- Managed team of ten direct reports with over 175 team members, \$32M capital and \$100M expense budget, providing leadership and support to \$4.5B materials group business at 102 sites across 38 countries.
- Reduced IT operating costs from 2.4% of revenue to 1.7% between 2014 and 2017.
- Successfully outsourced enterprise applications maintenance and support to a Managed Services Model, resulting in an annual recurring savings of \$2.5M.
- Led an organization transformation from a regional to global operating model, while keeping the focus on staying close to the business and regional markets (38 countries), streamlining structure and eliminating duplication. Achieved overall employee engagement index of 84.2% (10% greater than the prior year) with 93% participation.
- Led the selection of a global ERP solution, with an initial launch in North America in 2016.
- Developed a multi-year technology roadmap, driving standardization and rationalization of applications footprint, globally, and achieved an 8% reduction in 2016.
- Implemented an IT core competencies maturity model, with emphasis on developing critical disciplines in the organization (architecture, project management, business analysis, and analytics).
- Strengthened partnership with business, developed IT strategy, drove eCommerce, data management, and business analytics capability while increasing the sustainability of current platforms.

EXPERIENCE

Vice President, Solutions Delivery, Delhaize Group

Salisbury, NC

6/2012 – 6/2014

- \$30B Belgium-based food retailer, operating over 3000 stores globally. Tasked to upskill organization, resolve inefficiencies of antiquated systems, and build a stronger partnership with business.
- Managed team of eight directors, 160 team members, and over 100 consultants. Portfolio of projects involved 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.
- Established a PMO and created the pivotal roles of Business Relationship Managers and drove rigor in portfolio management, project execution, and solutions delivery.
- Championed evaluation of ERP software including Oracle and SAP, and deployed Point of Sale (POS) and technology transformation to over 1500 stores with a \$58M budget.
- Remediated key controls and audit deficiencies to stabilize and improve IT performance.
- Partnered with the business, developing business capability, and technology roadmaps to rationalize our applications footprint and strategically optimize support of business functions (supply chain, retail, pharmacy, corporate functions).
- A key contributor to the IT strategy, a thought leader in developing applications architecture, establishing business analytics and data management capability.

Senior VP, Information Technology, TEXTRON Corporation

Providence, RI

6/2006 – 12/2011

- \$10B global multi-industry company (Capital Financing, Manufacturer Aerospace, Defense, & Industrial) with a budget of \$5.2M.
- Managed a 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 for Corporate and Captive Financing Division IT applications development, integrations, and maintenance.
- Improved IT processes and delivery, built a PMO, established partnerships throughout the organization.
- Introduced ITIL, established governance and project prioritization and portfolio management, Business Analysis and Business Intelligence competencies model.
- Managed the PMO with approximately 20-28 projects annually and achieved a 95% rate of on-time delivery.
- Realized \$1.5M in annual savings by modernizing systems, introducing Open Source, virtualization, reducing applications footprint, consolidating servers, and reducing annual maintenance fees.

Director, PMO & QA, STERIS Corp

Mentor, OH

1/2003 – 6/2006

- Reported to CIO and responsible for an organizational budget of \$4M and projects budget of \$62M.
- Responsible for establishing a PMO & QA organization for \$1B global manufacturer of medical devices, decontamination, and infection control products.
- Led a global CRM implementation for sales, service, and Oracle Order management functions resulting in \$37M of benefits.
- Established an IT governance program, revitalized a development and support team, and formed a business partnership with presidents of business units.

Director, IT Enterprise Applications, NCR Corp

Dayton, OH

1999 – 2002

Quality Manager, GE Capital

Cincinnati, OH

1998 – 1999

Director, NCR CORP

Dayton, OH

1988 – 1998

Program Manager, Financial Systems, NCR Corp

Dayton, OH

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

France

1990 – 1991

Programmer/Analyst, Europe Group, NCR Corporation

Dayton, OH

1988 – 1990

EDUCATION

MBA, International Business

Xavier University

BS, Management Information Systems

University of Dayton

Executive Leadership Program

Thunderbird

Masters Certification in Program Management

George Washington University

Six Sigma Black Belt (DMAIC) | Green Belt (DFSS)