

## CIO / CTO

*Dynamic and visionary IT Executive with a rich 20+ year legacy of driving technological innovation and security within diverse organizational landscapes. Finalist for the Florida CIO of the Year 2024 (Orbie Award).*

Adept at architecting and deploying advanced IT infrastructures, platforms, and security measures on a global scale, ensuring robust operational integrity and compliance. Skilled at leading high-impact teams to deliver multimillion-dollar projects, blending cutting-edge technologies with strategic business objectives to foster digital transformation and enhance competitive advantage. Ability to cultivate partnerships, achieve critical efficiencies, and pioneer IT solutions that power growth, optimize processes, and safeguard assets. An influential leader in setting and surpassing benchmarks through meticulous project ownership, strategic planning, and a relentless pursuit of excellence.

## Areas of Expertise

- Well ensconced in the Hospitality industry
- IT Strategy Development
- Cybersecurity Initiatives
- Team Leadership & Growth
- Compliance Management
- PCI Compliance for over 14 restaurant Brands
- Digital Transformation
- Project Management
- Operational Efficiency
- Vendor Coordination
- Extensive POS experience
- Featured speaker.
- Technology Integration
- Stakeholder Engagement
- Strategic Planning
- Risk Mitigation

## Technical Proficiencies

- Platforms & Custom Solutions:** Dell, HP, Intel, Chromebooks, Apple platforms; proficient with Aloha POS, Pixel POS, Brink POS, Posi POS, Soft Touch POS, Oracle Symphony, Square POS, Micros POS, various Kitchen Display Systems, CNC, 3D Printing, OLO, Wisely, ItsACheckmate integrations
- Telecom & Security:** Legacy and VOIP systems including Audix, Merlin, Partnet, Avaya, Cisco, Ring Central, Vonage; enterprise cell phone management (Verizon, AT&T, Sprint); skilled in managing alarm systems, security cameras/DVRs, digital security systems (NCR, Alarm.com, Fortinet EDR/MDR).
- Networking, Software & IT Management:** Network installations (Ethernet, Fiber, A/V), protocols (TCP/IP, SNMP, FTP), hardware (Cisco, Meraki routers; HP, Cisco switches); extensive software knowledge (Windows 10/11, AppleOS, SQL Server, AWS, Azure); experienced in ERP/CRM (SAP ERP Suite, Dynamics), BI tools (PowerBI, Crystal Reports), and IT management tools (Visual Basic, Power Shell, IBM Director).

## Career Experience

**Earl Enterprises, Orlando Florida**  
Chief Information Officer

2019 – Present

Orchestrate technology strategy and roadmap for Earl Enterprises, overseeing IT operations across 290+ restaurants and corporate offices, enhancing global brand presence and operational efficiency. Drive vendor negotiations and manage telecommunications and security contracts to optimize infrastructure for 14 international restaurant brands, supporting over 12,000 employees nationwide. Advance IT systems development and implementation, including helpdesk, finance, back-of-house systems, and PCI/EMV compliance, ensuring robust security and operational integrity. Lead digital transformation with Microsoft Office 365, team collaboration tools, and the launch of an intranet site for centralized resource management. Execute strategic integrations with third-party vendors and introduced two virtual dining concepts, significantly expanding company's digital footprint and customer reach.

- Implemented a state-of-the-art training and development lab, elevating staff competencies and operational standards across the enterprise.
- Championed a remote work program amid COVID-19, facilitating a 75% increase in remote operations at zero additional cost by leveraging existing technology assets.
- Developed and integrated data lake, driving enterprise-wide reporting and business intelligence capabilities, informing strategic decision-making.
- Managed a diverse team of 20 IT professionals and coordinated with an external engineering team of 35+, ensuring seamless IT operations and support for 14 international brands.

- Deployed two virtual dining concepts and streamlined integration across five delivery services via Brink POS software, realizing full functionality within a tight 35-day schedule.
- Elevated cybersecurity posture and compliance standards as an ISACA member, implementing cutting-edge solutions and practices to protect against evolving threats.
- Re-negotiated all technology contracts resulting in savings of over \$250K in 2023
- Reduced labor by \$1M while maintaining full support.

### **Shrimp Basket Restaurants, Pensacola FL**

**2017 – 2019**

IT Director/Security Manager

Spearheaded establishment of IT Department, crafting a comprehensive technology and security infrastructure across 31 restaurants in 5 states, the corporate headquarters, three remote offices, and a warehouse/distribution center. IntegratED Restaurant 365, enhancing back-of-house operations and payroll systems, and managed Soft Touch POS System to optimize sales operations and customer service. Directed IT strategy for implementing third-party integration with Wait'r, facilitating over 50,000 successful integrations, and contributing to the expansion by opening 5 new locations.

- Achieved significant cost savings by renegotiating vendor contracts, resulting in a \$15k reduction in expenses in 2017.
- Led record-time installation of major software, Restaurant 365, markedly improving operational efficiency and financial reporting.
- Enhanced customer service and operational efficiency by implementing and managing a robust company helpdesk, significantly reducing support response times.

### **McGuire's Restaurant Management Group & All Pro Sound, Pensacola FL**

**2015 - 2017**

IT Director/Security Manager

Directed IT and cybersecurity strategy formulation and execution to safeguard data and comply with regulations. Managed IT infrastructure deployment and maintenance, optimizing organizational support. Led technology projects, aligning with business objectives, budget, and deadlines. Performed security audits and risk assessments, developing strategies to mitigate threats. Implemented staff training on cybersecurity and technology trends, enhancing awareness and innovation.

## **Additional Experience**

- IT Director/Security Manager, **Tatum Manufacturing/Living Water Products Inc, Tampa, FL**
- IT Business Analyst/Project Manager, **Outback Restaurant Partners, Inc, Tampa, FL**
- MIS Director, **Burton Golf, Inc, Fort Walton Beach, FL**
- MIS Director, **Barnhill's Buffet, Inc., Pensacola, FL**
- Network Engineer & Systems Analyst, **Marketing Research Institute, Pensacola, FL**
- ADPSSO/AISSO (IT Director), **United States Navy, E-6 NTTC Corry Station, Pensacola, FL**

## **Education**

**Computer Science**, University of Pittsburgh

## **Certifications & Licenses**

ISO9001  
 PCI Compliance  
 Essential Skills for the Business Analyst, 2006  
 Cisco CCNA Bootcamp, 2006  
 Novell Certified Administrator (CNA), 1993  
 Master Training Specialist (MTS), 1993  
 Naval Instructor (9502), 1993  
 Naval Leadership Training, 1993  
 Electronic Warfare Technician, 1990  
 Vocational Certificate in Electronic Technology (USN), 1990

## **Professional Memberships**

ISACA, Member 2017 – Present  
 Infragard Member - Present  
 Florida CIO Advisory Board Member – Present  
 Board of Governors - Restaurant Technology Network, 2019 – Present  
 International Food and Beverage Technology Association – Co-Chair, 2022 - Present  
 Association of Information Systems (AIS), 2003 - Present

National Eagle Scout Association, 1986 – Present  
PGA Partners Club, 2006 – Present  
International Trumpet Guild, 2006 – Present