

# CIO OF THE YEAR AWARDS



**FROM OUR  
CHAIR**

**Celebrating  
success**

When the first CIO of the Year ORBIE Awards were presented in 1998, executives finally were recognized for something going right! **3**



**KEYNOTE  
SPEAKER**

**Leading a  
transformation**

Angela Yochem, EVP and Chief Digital Officer for Novant Health, said her ability to bring about lasting change is the common thread for her career. **4**



**LEADERSHIP  
AWARD**

**Freeman  
honored**

Valerie Freeman is the winner of this year's Dallas CIO Leadership Award, which honors tech leaders who have made a lasting impact in DFW. **6**



**DALLAS CIO**  
LEADERSHIP ASSOCIATION

The annual Dallas CIO of the Year® ORBIE® Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Super Global, Global, Large Enterprise, Enterprise, Large Corporate, Corporate & Nonprofit categories will be announced February 20 at the Hyatt Regency Dallas.



**CONGRATULATIONS 2020 DALLAS SCIO AWARDS NOMINEES**

<b>CHIDI ALAMS</b> Team Car Care, LLC /Jiffy Lube	<b>JEFFREY DINARD</b> Highland Homes	<b>ROD LITTLE</b> Brazos Electric Cooperative	<b>THERACE RISCH</b> JCPenney
<b>RANDY ALLEN</b> Fairway Independent Mortgage Corporation	<b>BRIAN DREVICKY</b> Supreme Lending	<b>SATYAKI LODH</b> Borden Dairy Company	<b>MICHELE RODGERS</b> Exeter Finance LLC
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<b>SUMIT ANAND</b> At Home	<b>ZUBAIR FAIZ</b> Healthcare Highways	<b>SRINIVAS MADDIPUDI</b> Aeroexchange	<b>SCOTT ROWE</b> Conifer
<b>MIKE ANDERSON</b> Schneider Electric	<b>DOUG FAY</b> Cinemark Holdings	<b>RAVI MALICK</b> Vistra Energy	<b>ROBERT RUCH</b> CROSSMARK
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<b>PAOLA ARBOUR</b> Tenet Health	<b>WILLIAM FLOYD</b> Lexipol	<b>TIM MCGUIRE</b> Orthofix	<b>KARLA SCHACHT</b> American Heart Association
<b>ELLEN BARKER</b> Texas Instruments	<b>LARRY FREED</b> Overhead Door Corporation	<b>STEVE MCLAURIN</b> Denbury	<b>PRADEEP SETHI</b> Haggar Clothing
<b>DAVID BERNARD</b> Dean Foods	<b>JAMES FROST</b> Revolution Retail Systems	<b>THERESA MEADOWS</b> Cook Children's Health Care System	<b>NEELU SETHI</b> Reddy Ice
<b>MATTHEW BIERI</b> Tyler Technologies	<b>BRAD FURRY</b> Communities Foundation of Texas	<b>NIMESH MEHTA</b> National Life Group	<b>BHARGAV SHAH</b> One Technologies
<b>CHRIS BOULT</b> Chuck E Cheese's Entertainment	<b>TAMMY GILBERT</b> Fidelity Investments	<b>SARAH MILLER</b> Neiman Marcus	<b>SRIDHAR SHARMA</b> Mr. Cooper
<b>JOE BRENNER</b> Sally Beauty Holdings	<b>JENNIFER GREER-GLANVILLE</b> ClubCorp USA	<b>SHERIF MITYAS</b> TGI Fridays	<b>MICHELLE SHEFFIELD</b> BenefitMall
<b>NELLSON BURNS</b> Mohawk Industries-Daltile	<b>DALE HARWELL</b> City of University Park	<b>BRYCE MORROW</b> The Beck Group	<b>BRIAN SHIPMAN</b> Heritage Auctions
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<b>JASON CHANCELLOR</b> Brinks Home Security	<b>CHRIS HOLM</b> The Perot Companies	<b>RYAN NOWLIN</b> Fiesta Restaurant Group	<b>MANJIT SINGH</b> Toyota/Information Systems
<b>BRENT CHAPMAN</b> RoundPoint Financial Group	<b>JOAN HOLMAN</b> Clark Hill	<b>JOB OCHIENG</b> Whitmore	<b>MARTY SMITH</b> Abatix
<b>CHRIS CHIANCONE</b> City of Plano, TX	<b>JOHN HURTADO</b> Dave & Buster's	<b>JO-ANN OLSOVSKY</b> Salesforce	<b>TREY SMITH</b> MIC Global Services
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<b>ASHLEY DENISON</b> Caliber Collision	<b>RUSTY KENNINGTON</b> Corsicana Mattress Company	<b>RICK RAWLINGS</b> D.R. Horton	<b>MARCO THORNTON</b> Baron & Budd
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<b>HEIDI DIAL</b> HKS	<b>MAYA LEIBMAN</b> American Airlines	<b>STEVE REYNOLDS</b> Onyx Centersource	<b>DOLLY WAGNER-WILKINS</b> Worldwide Express
<b>JOE DIFONZO</b> Sabre Holdings	<b>SCOTT LINDBLOM</b> Michaels Stores	<b>DIONE RIGSBY</b> Nexstar Media Group	<b>ROBERT WALDEN</b> Epsilon
			<b>KATHLEEN WAYTON</b> Southwest Airlines



## CIO OF THE YEAR AWARDS

## CELEBRATING CIO SUCCESS

**W**hen the first CIO of the Year ORBIE Awards were presented in 1998, something magical happened.

Executives responsible for leading technology were recognized for something going RIGHT! CIOs were inspired to raise the bar and sharpen their leadership acumen.

The role of the CIO can be overwhelming. Transforming legacy processes to digital, securing the enterprise from end-to-end, and delivering customer experiences to compete and win in the digital economy requires courageous leadership.

Too often in the past, CIOs and technology leaders were only noticed when something didn't work. There had been little appreciation and understanding of the technical complexity, rapid change and sophistication required to deliver secure, scalable, reliable systems to support digital business. But now, with Dallas CIO, the CIO community has a platform and voice for recognition, and a compelling peer group where steel sharpens steel, keeping IT executives at the top of their game.

The Dallas CIO Leadership Association (DallasCIO) provides a unique peer-based approach where CIOs maximize their leadership effectiveness, create value, reduce risk and share success. By convening North Texas' leading CIOs in environments where the conversation is private and candid, and with experiences where members own the program agenda, CIOs build meaningful professional relationships with colleagues facing similar challenges.

In any gathering of 20 CIOs, the answer is in the room. A project one CIO is about to undertake has recently been completed by a peer across the room.



What was their experience? What did they learn? What would they do differently? What vendor expertise can they rely on? How might other CIOs benefit from sharing their experiences?

Peer-based leadership groups have incredible ROI when leaders share a common problem set. The vertical/industry and size/scale may be different, but similar approaches to effective leadership and problem solving are transferrable. There is little correlation between a firm's financial resources and the quality of their ideas. If this were true, financial institutions would own innovation. Every leader's perspective is valuable and contributes to the conversation – and everyone wins when leaders

engage, share ideas, experiences and best practices.

For over twenty years, InspireCIO members have been motivated by witnessing the success of their peers through the annual CIO of the Year ORBIE Awards – but this is just the tip of the iceberg. By joining DallasCIO, technology executives take their leadership to the next level through year-round, member-led, non-commercial programs. The power of CIOs working together – across public and private business, government, education, healthcare and nonprofit organizations – creates enormous value for everyone.

Together, we are transforming our organizations with technology and enriching North Texas and our world. On behalf of DallasCIO, I congratulate all of the CIO of the Year ORBIE Award nominees and finalists on their accomplishments, their leadership courage, and share our gratitude for the sponsors, underwriters and staff who have made the ORBIE Awards and this recognition possible.

Thank you for another great year of inspiration in Technology Leadership and Excellence!

### Gertrude Van Horn

DallasCIO Chair  
SVP & CIO, NCH Corporation

# Deloitte.

## Vision

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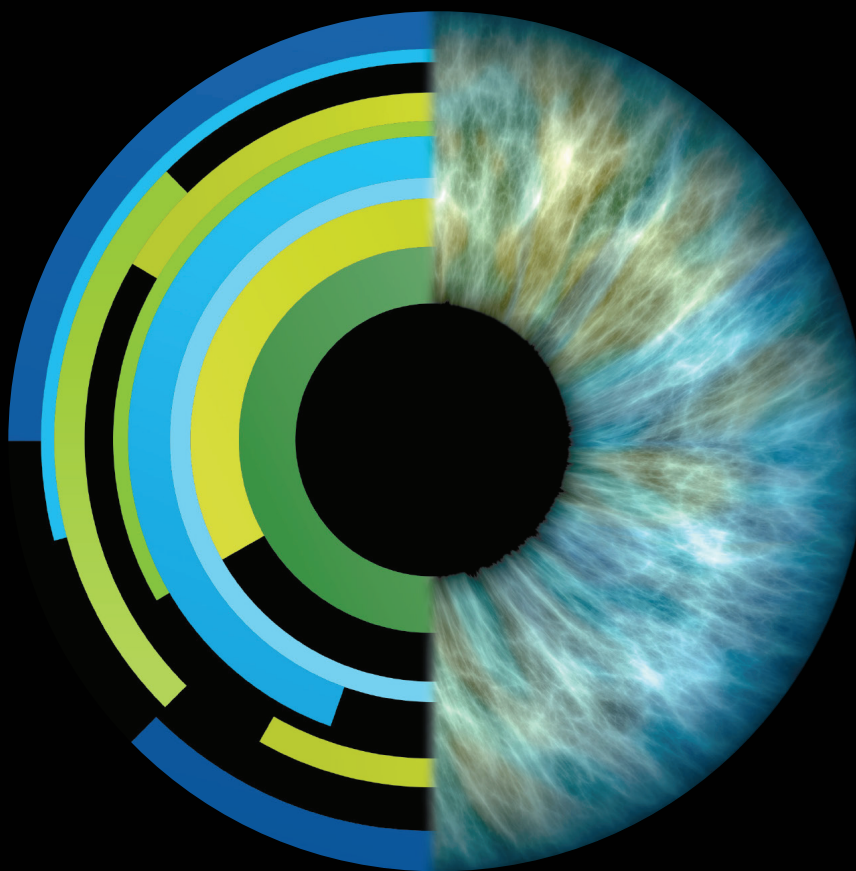
Do you see the role of CIO as all about technology? Look again. To lead your company through rapid change, you're expected to deliver growth, performance, and security.

You're positioned to set digital strategy and create a culture of tech fluency and talent. Deloitte can help you achieve your vision with insights, connections, career support, and custom services to fit the ever-changing needs of today's CIO.

Congratulations to the Dallas CIO of the Year® ORBIE® Awards finalists.

Only see possible at [deloitte.com/us/cio](https://deloitte.com/us/cio)

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## CIO OF THE YEAR AWARDS

KEYNOTE SPEAKER — ANGELA YOCHEM

# Variety has prepared her for a ‘transformational’ role with this health care giant

BY ROB SCHNEIDER  
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**A**ngela Yochem, EVP and Chief Digital Officer for Novant Health, is responsible for increasing access to care for the communities her company serves.

That means delivering consumer efficiencies, differentiating technologies and creating advanced clinical solutions for the \$5-billion nonprofit health care company.

Yochem has had an impressive and extensive career with companies in varied industries such as Rent-A-Center, BDP International, AstraZeneca and Bank of America – just to name a few.

She said her ability to bring about lasting change is the common thread that holds all of these jobs together.

“In almost every case, the positions I’ve held have been designed as transformational roles,” Yochem said. “Early on, this could have been about scaling large transactional systems or building out modern competencies for large companies, but in recent years my roles have been about business transformation, building new business models and lines, advanced or emerging technologies and differentiating capability.”

Yochem will be giving the keynote address at the Dallas CIO of the Year ORBIE Awards on Feb. 20. It’s an event that recognizes the executives in that role who have demonstrated excellence in technology leadership.

She said her speech will be a mix of her leadership philosophy as well as fun stories from her career.

Yochem said the transformation that she’s been a part of requires a clear understanding of impact, an ability to deal with complexity and be aware of context as well as building strong relationships.

“These are cross-industry themes, and they have served me well in health care as we go through our own industry transformation,” she said.

We asked Yochem additional questions about unconventional players in the health care market as well as the counter-intuitive role AI will play in her industry in the future.

## ***What’s the biggest challenge facing your organization in 2020, and how do you plan to overcome it?***

Health care is becoming increasingly fragmented as unconventional players enter the consumer market. That means that many acute care facilities will be on the receiving end of a longer journey for its patients that might include encounters/engagements across a variety of entity types in advance of ever entering a hospital. Providing what feels like a cohesive experience will be difficult for hospitals outside of an integrated system, and outcomes will be more difficult to predict.

## ***What opportunity over the next year has you excited?***

I continue to be thrilled with the intersection of technological advances and scientific discovery. The ways we diagnose and treat conditions, the way we engage our patients and their families, and the ways in which we can support our team members and clinicians are all changing rapidly, and this will only continue at an increasing pace.

## ***What is something people aren’t expecting that will change the industry in the next few years?***

I see an exponential increase in the use of AI and learning algorithms, which in the health care industry will (counter-intuitively) make patient care more human-focused. As we introduce the precision and extreme personalization made possible by our unprecedented access to data and AI-based solutions, our physicians, advanced practitioners and clinical teams can focus on the person – the patient – with greater intensity and less distraction than ever before.

## ***How did you get into your current industry?***

The vision for digital expansion and transformation at the senior-most levels of our company – our CEO, our board and our executive team – was compelling to me, and of course the mission of our health care system is to make our communities healthier. So you can imagine how intrigued I was by the opportunity to serve our communities using the skills and experience I’ve built across a variety of industries, and to build a team of superstar tech leaders with the appetite to contribute to society in a foundational way. This is a powerful place to be, in an industry experiencing the best kind of disruption.

*This Q&A has been edited for brevity and clarity.*





*“In almost every case, the positions I’ve held have been designed as transformational roles. Early on, this could have been about scaling large transactional systems or building out modern competencies for large companies, but in recent years my roles have been about business transformation, building new business models and lines, advanced or emerging technologies and differentiating capability.”*

**ANGELA YOCHEM**



## CIO OF THE YEAR AWARDS

*"I'm amazed that it's lasted that long and that I've loved what I've been doing all these years. A few years ago my company received the Dallas Ethics Award. ... What's really important to me is my reputation and operating with ethics and integrity."*

**VALERIE FREEMAN**



JAKE DEAN

## LEADERSHIP AWARD — VALERIE FREEMAN

# FREEMAN HONORED WITH DALLAS CIO LEADERSHIP AWARD

Valerie Freeman didn't know she was going to become an entrepreneur. She was an instructor at El Centro College in the business division when an IBM sales representative stopped by and asked her to look at something.

"I followed him to the IBM offices where they had a huge \$50,000 piece of metal called an IBM MT/ST with a magnetic roll in it," said Freeman, CEO of Imprimis Group, BravoTech and FreemanLeonard. "I was hooked."

And with that, Freeman began what would be a massive legacy and impact in the DFW technology space. "I really fell in love with this new, emerging office technology called word processing," she said. "Nothing like that had ever hit offices before and I found it fascinating."

Where others saw a fad, Freeman envisioned a new, emerging technology that would become her future. She soon left teaching to start a business.

Freeman is the winner of this year's Dallas CIO Leadership Award, which honors technology leaders who have made a lasting impact in North Texas.

Freeman started her entrepreneurial career by training people to use this new technology and then placing them in jobs. She was also consulting business owners what to buy and how to buy and configure it.

"I was so busy, I really didn't think about anything else," she said.

Freeman started with Imprimis

Group, and as new software allowed better graphic design on computers, her business evolved to fit that (Art Squad, which later moved into Freeman+Leonard.) Then came BravoTECH, which specialized in IT placement.

Anserteam, a national managed service company followed, as did a computer training center called ACE (Accelerated Computer Education), A+CAD for computer-aided design and drafting and the first Internet bank in Dallas (BankDirect.)

"I really didn't want to be all things to all people," Freeman said. "I wanted to concentrate on the things I felt that we were really good at and that we really could be experts in."

Through the years some of businesses were sold off or folded into other businesses. Currently, Freeman is involved with Texas Women Ventures, and PRiMEWOMEN Media, a content service for women over 50.

Dorothy Miller Shore, President and CEO of Prime Women, said Freeman's legacy to DFW business will be in the quantity and quality of the businesses she's been involved with.

"I think her legacy is going to be just how many businesses she's helped be a part of and get going," Shore said. "It's not just one thing that she's tied herself to."

Freeman said she is most proud of the fact that she's still standing after 37 years.

"I'm amazed that it's lasted that long and that I've loved what I've been doing all these years," she said. "A few years ago my company received the Dallas Ethics Award. ... What's really important to me is my reputation and operating with ethics and integrity."

She hopes her legacy will be as someone who supported DFW women in technology in every conceivable way.

"All those things that help women succeed," Freeman said. "And that's what I hope my legacy is, that I've really helped a lot of women succeed in the technology space."

Barbara Baffer, Vice President at Ericsson, said Freeman is a brilliant example of women's leadership in North Texas.

"Not only as the founder of her own successful businesses but demonstrated in her extraordinary ability to drive organizations such as the Executive Women's Roundtable – all focused on the success of women in business," Baffer said.

Freeman said her biggest challenge starting out was that she lacked credibility.

"No one thought I was serious about a business," Freeman said. "Everyone thought I would get married, have children and that'd be the end of me. And that's what they thought about all women back then. But, of course, we proved them wrong."

"We do have better access to

capital if we want to start a business. It's not where it should be, but it is improving."

Freeman said she has numerous technology heroes but is especially inspired by the Dallas women who are CIOs in big companies like Ellen Barker at Texas Instruments, Michelle Johnson at Freeman, Neelu Sethi at Reddy Ice and Chandra Dhandapani at CBRE.

"I know what they've been through," Freeman said. "All of those women, and there are many more, that have risen to the level of CIO. They should be honored."

Freeman said the best career advice she ever received was about building a network.

"I always say that your network is your net worth, and I give that career advice to a lot of people," she said. "I know there are a lot of young people out there that don't like to network, and I tell them that they have to get over it. They have to be able to build a really robust network, both in person and online because they need that for their career progression."

Rose Manjarres, SVP – IT for ATW, said Freeman is deserving of this honor.

"Whenever there is an opportunity to promote women in technology, Valerie is present and a true advocate," Manjarres said. "She is an inspiration to me and many, many others."

– Rob Schneider



CIO OF THE YEAR AWARDS

CIO ORBIE AWARDS FINALISTS RECEPTION

Finalists gathered on Jan. 22 at the Dallas Country Club for recognition and a night of fun

Orbies finalists were given a plaque – and socks – as they were announced.



Orbies finalist Paola Arbour and others were asked to come to the front to receive their mementos.



Orbies finalists take a group photo after being recognized (above) and then take a selfie (right).



The audience was given fun facts about the honorees, including Michelle Johnson, (above) and A. Ravi Malick.

PHOTOS BY ROSS STEWART



# NONPROFIT/PUBLIC SECTOR

## NOT-FOR-PROFIT ORGANIZATIONS

### TOMMY ALSBROOKS

SVP & CIO, Federal Reserve Bank of Dallas

Alsbrooks is responsible for information technology services and the Electronic Payments Solutions Center for the Eleventh Federal Reserve District. He began his career at the Dallas Fed in 2003.

#### SUCCESS STORY

Tommy Alsbrooks is Senior Vice President and CIO of the Federal Reserve Bank of Dallas. Tommy is a visionary leader who oversees several important operations that contribute to the stability of the U.S. economy. He exemplifies honesty and integrity; leads by example; and is a coach and mentor. Tommy is a leader in the community and very active in his church, New Beginnings at Mt. View Community Church, serving the needs of local communities. He serves on the Dallas Mayor's Child Poverty Action Lab (CPAL) board of directors. CPAL's goal is to cut childhood poverty 50% within a single generation.



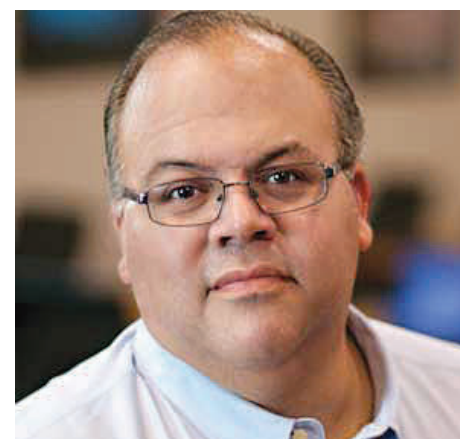
### CHRIS CHIANCONE

CIO, City of Plano

Chiancone is a strategic thought leader with over 20 years experience delivering advanced hardware and software solutions for private corporations and public sector organizations.

#### SUCCESS STORY

"Over my career, I have had the opportunity to be mentored by some of the industry's most profound leaders, and, mentor some of the most remarkable technologists and up and coming leaders in the industry. It has truly been an honor to be nominated, not to mention a finalist, for such a prestigious award ... which is made up of so many talented CIOs. In the near future, technology will lead the way for change, new ways of delivering services, curing ailments and disease, and hopefully making the world a better place to live for all."



### THERESA MEADOWS

SVP & CIO Cook, Children's Health Care System

Meadows' team covers infrastructure, applications, telecommunications, and program management. Prior to that, she served as a cardiac nurse and as a Regional Director for Ascension Health Information Services.

#### SUCCESS STORY

"I navigated Cook Children's through a challenging reassessment of our electronic medical record platform. There was a large amount of dissatisfaction from using two separate electronic medical records. The lack of integration was impacting patient care. In March 2018, we converted to a single electronic medical records and revenue cycle system. This involved a big bang go live approach at 80+ locations. We are able to complete this implementation on time and on budget. The implementation was awarded the designation of 'Good Install' by our electronic health record vendor which resulted in a rebate to the organization of approximately \$750,000."



### PRASANNA SINGARAJU

CDO, YPO

Singaraju has held several leadership roles in technology including product management, architecture, engineering, operations and delivery and has established himself as an enterprise technology executive.

#### SUCCESS STORY

"My biggest accomplishment would be the big turn-around — technology, people/culture and leading the business transformation. From a bogged down, disheartened and disengaged IT team, legacy on-prem application suite, waterfall process, widespread negative sentiment around all technology platforms, business partners that gave up on IT and an all-time low end user adoption and engagement on the technology platforms to a Digital delivery team of passionate, 'fearless' — raring to fail, collaborative and high-performing team of believers that led the business transformation and resulted in a revived end user base with greater than 150% YOY increase in technology platform adoption/engagement."







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# CORPORATE FINALISTS

UP TO \$500 MILLION ANNUAL REVENUE

## HEIDI DIAL

VP & CIO, HKS

Dial oversees an IT portfolio of over \$10 million in services globally. Prior to her selection as CIO, Heidi has held several senior leadership roles with the AEC industry. She participated in large-scale ERP implementations, oversaw globally dispersed data teams, and led multiple full-scale development programs.

### SUCCESS STORY

*"Over the last couple of years, HKS has gone through a strategic realignment firmwide. Technology is a key pillar in all sectors for driving value. My experience in the AEC industry and my ability to partner with the business to enable change was instrumental in my selection as CIO. I was given the ability to reorganize and reshape the department to better align skillsets to help HKS move to a digitally driven firm. We have made great advancement in this direction and have transitioned the group from a support organization to one that is helping lead the firm through innovation."*



## ROB HILLIARD

CIO, Academic Partnerships

Hilliard has over 25 years of experience delivering innovative technology and business solutions in the education, digital marketing and media industries. Prior to joining AP, Hilliard was CIO at Laureate Education, Inc, supporting Walden University and a group of online university partnerships.

### SUCCESS STORY

*"I arrived with a mandate to provide more transparency and improve the relationship across all of the business teams. To drive improvement, we have focused on learning the business, building relationships overall, improving how we do IT and developing a strategy to facilitate innovation and growth. We have provided transparency by developing and communicating business-driven IT strategy. We have improved relationships with the cross-functional teams and are placing emphasis on effectively managing IT and implementing better, more collaborative solutions. We are now better aligned with our business partners in our mission of expanding access to affordable, top quality higher education."*



## JOAN HOLMAN

CIO, Clark Hill PLC

Holman has been in the legal industry since 2013. She is responsible for all strategic and operational aspects of Information Technology and the Legal Library for the firm. Prior to 2013, she spent over two years at Sigma-Aldrich as the Senior Director of Portfolio Management, Customer Service and eBusiness.

### SUCCESS STORY

*"The start of our digital transformation is my greatest accomplishment. During the past year, we have taken many steps to transform how the firm uses technology and move IT from a utility function to a value added aspect of the business. To achieve these changes, we have mobilized our team, developed a unified working environment, migrated solutions to cloud based technologies and implemented new collaboration and communication platforms. These foundational changes have created the platform that we are now using to deliver greater business value."*



## RUSTY KENNINGTON

CIO, Corsicana Mattress Company

Kennington was recruited in 2017 to be the CIO for Corsicana Mattress Company, to help fuel significant business growth and transformation. Previously, he was Vice President of Enterprise IT for Brinker International. He also worked at Ernst and Young and MCI, and cofounded a software solution delivery company.

### SUCCESS STORY

*"We had a very tall order when I got here in late 2017 to take the technology capability of this company to new levels. I inherited some great, but underutilized, talent and brought in some new skills, and this team has done incredible work. Technology is at the forefront of this transformation that has created new ways to design, sell, manufacture, deliver, and support our products and customers. We are now more efficient and more valuable to our retailers. It's amazing what can be done with a great team and when the entire leadership team sees the value of technology."*



## NEELU SETHI

SVP & CIO, Reddy Ice

Sethi has over 23 years of experience in the CPG, hospitality, healthcare and textile industries. Prior to joining Reddy Ice, Sethi held various executive positions with ClubCorp, Dr Pepper Snapple Group and McKesson. She has successfully led IT Operations delivering broad range of business solutions.

### SUCCESS STORY

*"As a business leader, my greatest success at Reddylce was my ability to fly the plane while I was building it: (1) I was able to turn around a very difficult situation of failed ERP implementation which in turn drove transformational change by digitizing enterprise's fabric. It is very rewarding to build an innovation environment which has positioned Reddylce back on a growth path. (2) I have personally transformed from being a Chief Information Officer to Chief Integration Officer who has learnt to weave organization's integration fabric through creative mix of courage, strategy, execution, results, technology, engineering and storytelling skills."*





# LARGE CORPORATE FINALISTS

OVER \$500 MILLION ANNUAL REVENUE

## MATT BIERI

EVP & CIO, Tyler Technologies

Matt joined Tyler in 2010 and previously, served as CIO at A.H. Belo Corporation. Before that, he held various executive roles at EDS’ human resources outsourcing organization, as well as chief information officer and chief development officer for The Feld Group.

**SUCCESS STORY**

“Significant accomplishments always involve people and growth. There is an individual who has grown from a technical specialist in an individual contributor role into a true leader. He has taken on new responsibilities in areas where he had no experience in and is thriving. He has learned how to listen and lead and continues to work on his ability to talk about complex technical issues in a way that the average person can understand. He’s come a long way from being a ‘techie head’ and is on his way to a CIO role in the not-too-distant future.”



## JENNIFER GREER-GLANVILLE

CIO, ClubCorp

Greer-Glanville is a senior IT executive with more than 25 years of hands-on IT delivery, strategy and leadership. Prior to ClubCorp, she served in various leadership roles at Sysco Corporation, Cadbury PLC and Accenture.

**SUCCESS STORY**

“My greatest achievement as CIO has been continually improving IT’s partnership and alignment with the business. Jointly, we work together to deliver our strategy to transform ClubCorp into a world class lifestyle company. IT’s focus is on providing advanced and reliable technology platforms which enable the transformation, while improving our member and employee experience and driving operational efficiencies. We have achieved this with a focused and dedicated IT organization who are a real partner with the business. I am so proud of all that we have accomplished together at ClubCorp.”



## MARK OVERTON

SVP & CIO, Greyhound Lines, Inc.

Overton is well-versed in strategic planning, operational optimization, strategic delivery, & global collaboration. He has a clear vision of how to implement process improvements, alongside a collaborative service leadership viewpoint.

**SUCCESS STORY**

Since rejoining Greyhound in January 2018 as SVP and CIO, Mark Overton has re-defined the company’s technology strategy by transforming and modernizing the technology solutions. Mark partnered with the commercial and operations teams to deliver revenue and savings initiatives. He has recruited top talent to build a dynamic leadership team that has a successful track record of execution. Mark is leading Greyhound’s innovation team and is working in conjunction with the executive team to ensure that Greyhound is poised for the future.



## MICHELE RODGERS

CIO, Exeter Finance LLC

Rodgers leads the technology organization which includes setting the strategy, development and implementation of new technology solutions that drive business value. Prior to that she served at Santander Consumer USA and SoftLink Solutions, Inc.

**SUCCESS STORY**

“My greatest accomplishment has been building a talented and effective team to provide transparency about the state of IT to our executive leadership team and board of directors. This has been accomplished by defining a multi-year IT strategy that incorporates a clear, measurable and actionable plan for executing all information technology services, which most importantly are aligned with overall corporate strategic objectives and are agreed-upon by business stakeholders. The strategy is based on providing a scalable, efficient and cost-effective technology platform that enables continuous growth and profitability for the company through well-managed principles.”



## GREGORY SHOEMAKER

CIO, BKD, LLP

Shoemaker’s team delivers critical services and systems to the firm and its clients. During his career, Greg has held a number of IT management positions within a variety of industries including manufacturing, financial services, software development and professional services.

**SUCCESS STORY**

“Much of my success can be attributed to the amazing people in our great firm. My predecessor started moving the IT department down a path of success ten years ago. He’s the one who really deserves an award. Five years ago, I picked up where he left off, and I have been making tweaks and improvements ever since. Today, we are bigger, faster and stronger than we’ve ever been. We push ourselves to improve every week, month and year. I am blessed to work at such a great firm. I’m honored to represent and lead our IT team.”





# ENTERPRISE FINALISTS

OVER \$1.25 BILLION ANNUAL REVENUE

## SUMIT ANAND

Chief Strategy Officer & CIO, At Home

Anand began serving as the CIO in 2018 and has recently added Chief Strategy Officer role to his set of responsibilities. Prior to joining At Home, Mr. Anand was the Senior Vice President of Information Technology from 2015 to 2018 at Signet Jewelers, a large specialty jewelry retailer.

**SUCCESS STORY**

*"I started as the CIO almost 2 years ago and one of the major challenges that I had to solve for was to 're-brand IT'. I am glad to share that apart from delivering various technological capabilities for the organization, my team and I were able to establish IT as 'value-first' team and a key enabler within the organization. Recently, my role has expanded and as the Chief Strategy Officer (CSO), I am now responsible for the Corporate Strategy and IT for the entire organization. A big thank you to my team for their leadership and support."*



## JEFF DINARD

CIO, Highland Homes

Dinard is charged with defining and setting the strategic vision for technology that will drive efficiency and profitability for the brand, while also leveraging current and future-state technologies. Prior to Highland Homes, he was an executive at several companies in the restaurant industry.

**SUCCESS STORY**

*"The highest impact accomplishment was the completion of the 'BuildPro Project.' From the administration of Purchase Orders for materials to the scheduling of suppliers/trades during construction through to the invoicing/payment for goods and services, the process of building a semi-custom home is complicated and dynamic. We partnered with Hyphen Solutions to implement 'BuildPro.' Construction teams now leverage a mobile device to manage a bi-directional platform connecting Highland's ERP, the BuildPro application, and a supplier/trade portal. The result is simplified Purchase Order Management, a single interface for scheduling, managing, and communicating with suppliers/trades, and a streamlined and automated invoicing/payment process."*



## STEVE MCLAURIN

VP & CIO, Denbury

McLaurin has more than 30 years of experience working with leading organizations and helping them manage their information technology solutions. Prior to joining Denbury, McLaurin was a partner with PricewaterhouseCoopers LLP, IBM and SolomonEdwardsGroup.

**SUCCESS STORY**

*"I joined Denbury in 2011 as CIO prior to the significant down turn in oil prices and the impact that had on the energy industry in general. Optimizing all aspects of the IT department while maintaining the same level of support and service quickly became a big challenge. Teamwork was key and the right team members are imperative. My team is half of the size it was 2011, but the team is amazing. Today my lean IT team supports more with less because we have continued to roll out additional systems and technologies while supporting the core legacy systems, too."*



## BHARGAV SHAH

SVP & CTO, One Technologies

Shah brings over 19 years of experience in the technology field spread across consulting and corporate roles. Prior to coming on board, Bhargav served as SVP, Chief Information Officer at Pier 1 Imports. Before that, Bhargav worked for IntegraCore, LLC and at Overstock.com.

**SUCCESS STORY**

*"The greatest accomplishment in my current role is the people and our technology strategy. Through my past experiences, I knew that two biggest pillars of success for any organization is a sound strategy that people can buy into and having a great team of people to deliver on that strategy. Working with my leadership team, we established a Technology strategy and vision for the organization. However, it was the people in IT and the teams that really made the difference. They accomplished several key projects and drove immense business value inspite of several challenges including project setbacks and hiring shortfalls."*



## TREY SMITH

CIO, MIC Global Services

Smith has with 20-plus years of leading enterprise teams with one foot in infrastructure and the other in software development. Prior to joining MIC Global, Smith was chief information officer of Innovation Group North America and served in various IT leadership positions at Bank of America Securities.

**SUCCESS STORY**

*"We provide IT to three very different companies — Aviation, Bulk Fluid Storage, and a Natural Gas Utility. I created a completely new IT department with a new culture to love our customers and deliver excellence at every opportunity via a major in-sourcing/outourcing effort and building new teams inside IT. I also focus on transparency — honesty at every turn. The result? A great team attitude and trust across the organization. Seeing our team receive praise from our customers the best reward ... and it's all due to a great effort from great people! I'm so proud of our team and their accomplishments!"*





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**ORBIE**<sup>®</sup>  
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# LARGE ENTERPRISE FINALISTS

OVER \$3 BILLION ANNUAL REVENUE

## PAOLA ARBOUR

EVP & CIO, Tenet Healthcare

Arbour oversees the leadership and strategic direction for Tenet’s information technology (IT) systems. With more than 30 years of experience, she served in vaarious roles at ProV International, ServiceNow and Dell Services.

**SUCCESS STORY**

*“I am most proud of the launch of our Voice of the Customer Program, which began a cultural movement around listening, engaging, collaborative design thinking and shared problem-solving. This led to the creation of IT as a Service and has become the bedrock of everything we do. We always start by asking: Will it drive a change in the customer experience? Can we re-purpose savings to create initiatives in our innovative roadmap? What part do we automate? I am in awe of my team and their enthusiasm in rolling up their sleeves to make such a difference in the company.”*



## JOE BRENNER

CIO, Sally Beauty Holdings

Brenner is responsible for leading the IT strategy supporting the company’s multi-year transformation plan. He joined SBH after servings as global CIO for Signet jewelers, and previously spent 10 years at Target Corporation.

**SUCCESS STORY**

*“Over the past two years, Sally Beauty Holdings as been on a business transformation led by significant technology investments. Execution of the technology roadmap: Deployed new POS to over 2000 stores in 2019 and will be completed in March 2020; Delivered 6 modules of JDA to merchant and supply chain teams in 2019 with rollout to distribution centers scheduled to be completed in 2020. Focused on transforming the company’s digital strategy through a combination of platform upgrades and creating new delivery capabilities. Re-platformed Sally Beauty website and created new mobile application to support the launch of the new Loyalty program.”*



## ASHLEY DENISON

CIO, Caliber Collision

Denison has worked for Samsung Telecom, TGI Fridays and AMX before landing at Caliber in 2011, where her team enables tech, implements business and manages everything from email to network apps to help desks and cybersecurity.

**SUCCESS STORY**

*“While I won’t go so far as to say my team at Caliber has changed an industry by inventing a system, I am confident that we’ve perfected and advanced existing business practices when it comes to data and technology communications. In the end, people are the tech, and tech enables fast-paced growth. I’m blessed to be surrounded and supported by my team, which helps make us wildly successful. I know we’re doing something right: When I arrived eight years ago Caliber had 86 locations. Today we have over 1,100.”*



## A. RAVI MALICK

SVP & CIO, Vistra Energy

Malick is responsible for ensuring the reliability, security, continued development, and management of the company’s technology platforms. Previously, he worked for TXU Energy and Energy Future Holdings.

**SUCCESS STORY**

*“I consider the greatest accomplishment in my current role to be transforming the culture, technical environment, and operating approach of the technology services organization to change the way the enterprise views it from a reactive cost center to be managed to a value oriented and strategic driver of company growth and success. Through proactive engagement with our business partners, employing a user experience approach, and focusing on what matters in our business, Vistra Energy’s technology services has truly become a high performing organization.”*



## KATHLEEN WAYTON

SVP & CIO, Southwest Airlines

Since joining Southwest in 2004, Wayton has held various roles in both the Technology and Strategic Planning areas. She has more than 20 years of experience in the travel and transportation industry, with roles for both Sabre and AA.

**SUCCESS STORY**

*“My greatest accomplishment at Southwest was our cutover to our new reservation system, Amadeus, in 2017. Our system had to be live by May 9th because of our integration with AirTran. We had an amazing team who transitioned our system we used for 30 years and delivered our new reservation system flawlessly. It was one of the most historic moments in Southwest history and, without a doubt, the greatest accomplishment I’ve experienced in my career.”*





We congratulate Matt Bieri  
and the other finalists  
of the CIO of the Year  
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in providing technology  
to build stronger, more  
connected communities.



**Matt Bieri**  
Chief Information Officer  
Tyler Technologies

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# Congrats to all of the 2020 Dallas CIO of the Year Awards finalists!

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451 Research report, *Transformational Directions for the Digital Business*, Nov. 2018.



# GLOBAL FINALISTS

OVER \$1 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS

## MICHELLE JOHNSON

EVP & CIO, The Freeman Company

Johnson is in charge of all applications, infrastructure and IT Operations across all Freeman’s divisions and companies. Prior to joining Freeman, Michelle held a variety of IT leadership roles for more than 10 years at companies such as Deloitte Consulting and FedEx Office.

### SUCCESS STORY

“Currently, my greatest success is collaborating with my team to pursue continuous improvements in alignment with our Freeman enterprise vision and business partners’ success. We have evolved our IT organization structure and focus to allow more transparency and partnership. Our delivery processes are more agile and efficient. We continue to introduce technologies that improve usability and speed to market. Collectively, this has resulted in user experience reactions such as: ‘So intuitive, easy to navigate and understand’ and ‘I can’t recall other apps being improved this fast.’ This encourages use to elevate our dynamic delivery muscles for the strength of Freeman!”



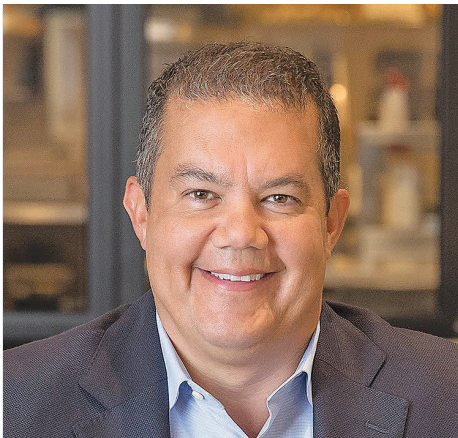
## SHERIF MITYAS

Chief Experience Officer & CIO, TGI FRIDAYS

Mityas has oversight for the brand’s Strategy, Marketing, Operations, Technology and Digital efforts. Mityas has more than 20 years experience in the retail and hospitality industries in both senior consulting and executive industry roles.

### SUCCESS STORY

“I am most proud of the teams and organization that we have created at TGI Fridays. We longer operate as just the IT or Marketing or Operations department, but as integrated ‘guest-first’ teams that come together and accomplish amazing things on behalf of our Brand and consumers. An organization that doesn’t think of IT as a separate function, but as an integrated and equal strategic partner. The opportunities it has provided for every member of our teams to contribute in different ways and enhance their own personal and professional development is the best outcome I could ever hope for!”



## RAJESH NAGARAJAN

VP IT & CIO, Celanese

Nagarajan joined Celanese Americas in 2002. He has extensive experience in leadership and consulting and previously worked for BearingPoint, a technology and consulting firm before returning to Celanese in 2008 in several roles before becoming CIO.

### SUCCESS STORY

“My greatest accomplishment as the CIO has been positioning IT as an enabler of business growth. Our company is undergoing a shift in our operating model that requires increased customer centricity. We took a three-pronged IT strategy: improve our technology platforms to enable growth, accelerate value creation leveraging emerging technologies and, protect our critical data and assets. I have a seat at the table in our Leadership forums to advocate the role technology can play in supporting our growth strategy. I am the Digital Evangelist for the company and am leading a Digital Transformation to further advance our growth.”



## RAMA PRASAD

SVP & CTO, Copart

Prasad has been serving as SVP & CTO of Copart, since 2014. Prior to that, he served as SVP & CIO of Gogo and held senior IT management roles at companies like US Cellular, Hewitt and Orbitz. He started his career in telecommunications at Sprint and AT&T.

### SUCCESS STORY

Rama Prasad has been CTO of Copart since August 2014. In these 5 years, he has built a strong IT organization of 700 people, including 250 employees in an offshore Technology Center in India and helped Copart grow its revenue from \$1.1 Billion to \$2.0 Billion and successfully enter new global markets like Germany, Spain and Finland. Copart auctions salvage cars on the Internet in 11 different countries to buyers from more than 120 countries, using a patented auction platform called VB3. Copart was recently recognized by Used Car Week as the 2019 Innovator of the Year.



## GERTRUDE VAN HORN

SVP & CIO, NCH Corporation

Under Van Horn’s leadership, the NCH IT team has a successful track record of delivering enterprise class global manufacturing, sales and distribution solutions across 56 countries. She is committed to empowering the next generation of leaders.

### SUCCESS STORY

“IT’s greatest achievement is significant IT transformation, and the ability to absorb new capabilities as NCH continues to innovate.  
- Supporting innovation with emerging technologies like robotics process automation.  
- Reinventing and improving global CRM, order and contract management  
- Enhancing security by moving critical applications to the cloud, upgrading global networks, protecting data privacy.  
We invest in IT’s culture. We leverage internal talent – retraining, re-skilling , retaining valuable NCH business knowledge and global expertise. That makes us a better partner with deeper business understanding, able to envision and build solutions faster, and ultimately avoid millions in external labor costs.”





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# SUPER GLOBAL FINALISTS

OVER \$10 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS

## MADHURI ANDREWS

SVP and Chief Digital & Information Officer, Jacobs

She brings 25-plus years of experience leading business and IT as well as global digital strategies for major firms across a variety of industries to a company in the midst of an evolution from a traditional engineering firm into a solutions company.

### SUCCESS STORY

*"I have found that the critical element of true innovation is about cultivating a new way of thinking and behaving to change the outcome. Data, technology and innovation are so vital in transforming today's world. The building of the society of tomorrow is going to be enhanced through data. For organizations to make positive and lasting contributions to the betterment of society, as well as to encourage business growth and to create new opportunities for value, they are going to rely more and more upon technology professionals to be at the forefront of those efforts."*



## CAROL CLEMENTS

Chief Technology Officer, Pizza Hut

Clements oversees the brand's eCommerce channels, restaurant technology, delivery technology, and data technology. Prior to joining Pizza Hut, she worked for Southwest Airlines and as a consultant with PricewaterhouseCoopers.

### SUCCESS STORY

*"The successful launch of Pizza Hut's new tech-focused subsidiary, Pizza Hut Connect. Pizza Hut Connect brings together Pizza Hut's strong technology teams with recently-acquired QuikOrder to drive growth through technology innovation. This talented team has transformed Pizza Hut's mobile ordering experience and restaurant delivery technologies to make it easier for our customers to get their favorite pizza. Most importantly, Pizza Hut Connect lays the foundation for continued technology innovation that will allow us to better serve our customers, team members and franchisees."*



## TAMMY GILBERT

CIO & Head of Corporate Technologies, Fidelity Investments

Gilbert is responsible for providing technology to Fidelity's corporate functions, ensuring strong digitally enabled capabilities that protects Fidelity's brand and support the Fidelity employees.

### SUCCESS STORY

*"Over the past three years, Fidelity Investments has created a strategy to evolve our innovation culture to an agile, flexible method of delivering value, in smaller, yet more powerful increments. We give our employees a frictionless environment with modern and mobile technology, making it easier to get work done. What truly energizes me is seeing the teams react to their own success in driving business change and value. Being able to quantify the results builds a strong sense of pride and ownership, as well as a thirst to do even more."*



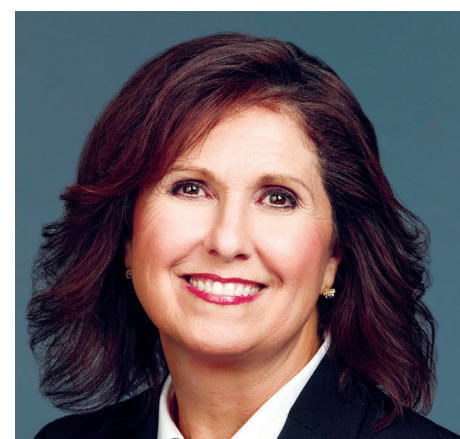
## JO-ANN OLSOVSKY

EVP & CIO, Salesforce

Olsovsky oversees Salesforce's global IT organization including technology strategy, Salesforce on Salesforce, customer and partner enablement, applications, infrastructure, collaboration, enterprise operations, architecture, and program enablement.

### SUCCESS STORY

*"I am 18 months into my Salesforce role. The greatest accomplishment in this short time is positioning our organization for scale and growth. We — and I say we because it's definitely not just me — have done this in a few key ways. First is hiring great talent (including right here in Dallas). Next is expanding our technical capabilities and global capacity. Last is renewing the partnership with both our internal business partners and external customers. This has been a rewarding exercise, as I've greatly enjoyed the chance to connect with others and learn how we can support their success."*







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