KENT SCHUMANN, MBA, CLSSBB, CLTD, CISSP, CISA

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CAREER SUMMARY

- Executive Technology & Operations Leader with 20+ years of experience and proven background in complex operations/distribution environments using data analytics, ERP systems, and data transformation to achieve significant profit increases, risk reduction, and successful organizational growth

- Strategic leadership of extensive IT portfolio, IT staff, ERP systems, M&A assess/integrate, and operational improvement projects for a $450M company in an FDA-regulated environment with over 700 employees across 12 production, distribution, and retail sites

- Eradicated massive waste, developed KPI data analytics, built actionable business intelligence reporting, and designed process reengineering and custom ERP system advancements, resulting in $85K of recurring monthly savings

- Built comprehensive Business Intelligence & Data Analytics global platform to analyze near real-time SAP ERP, WMS, & Salesforce.com data with actionable KPIs in areas including Demand Planning, Inventory, Sales, and Accounts Receivable

- Constructed an e-commerce enterprise system, allowing smooth transactions of B2B web & EDI wholesale, and B2C retail ordering, handling $100M+ of company's revenue

- Directed security initiatives, including multi-factor authentication (MFA), advanced threat protection, vulnerability assessments, compliance strategies, cloud and application security, SIEM, security awareness, and multi-layer data security systems

- Re-designed and re-implemented Salesforce.com for worldwide Sales teams to track sales opportunities providing more visibility, accountability, and ultimately more revenue through higher close/win rates

- Developed a Disaster Recovery & Business Continuity strategy, substantially reducing ERP system recovery time from 2 hours to 10 minutes alongside a critical data loss window reduction from 4 hours to only 15 minutes

- Responsible for integrating infrastructure, security, and ITIL-compliant IT service for 30 diverse clients spanning 45 locations, supporting 2K+ end-users and 250 servers, and achieving 20+ successful IT audits within Sarbanes-Oxley, PCI, and HIPAA environments

CORE COMPETENCIES

- IT Strategy Roadmap Execution
- Team Building & Leadership
- B2B E-commerce Strategy
- Business Intelligence & Data Analytics
- Artificial Intelligence (AI) Strategy
- Continuous Process Improvement
- Network, Cyber, & Data Security
- Program/Project Management
- SAP, Salesforce.com, Power BI
- Disaster Recovery & Continuity Planning
- Agile Application Development
- ITIL Service Desk & IT Infrastructure
- Budget & Cost Containment
- Manufacturing, Logistics, Operations, 3PL
- ERP, MRP, CRM, WMS, & BI Systems
- SOX, HIPAA, PCI, CCPA Compliance
- M&A Assessment & Integration
- Social & Emotional Intelligence
- Certified Lean Six Sigma Black Belt
- Certified in Logistics, Trans., & Dist.
- Certified Info. Sys. Security Professional
- Certified Information Systems Auditor
- Certified in Computer System Validation

PROFESSIONAL WORK EXPERIENCE

CIO | PRINTRONIX   2021 – Present

- Serve as integral member of executive leadership responsible for managing global IT systems, teams, and budgets spanning 6 countries, developing strategy, and leading projects needed to modernize aging IT infrastructure, security, business intelligence, SAP ERP, Salesforce CRM, EDI, and e-commerce systems including in-house & 3PL warehouses, multi-language, and multi-currency

- Currently also serving as VP of Operations - Americas with additional responsibilities leading operations team and managing 3PL warehouse operations during a significant organizational transition that has included layoffs and the loss of the CEO

- Leveraged expertise to restructure and mentor the team, ensuring understanding of organizational procedures and expectations, building a top-performing team and foundation, and providing IT support to increase organizational employee productivity

- Led impactful initiatives such as building sophisticated Inventory Analysis and Demand Planning tools to reduce inventory levels, Sales Analysis tools to replace error-prone Excel-based reports and ensure complete sales visibility in real-time with actionable data, and accounting analytics to reduce accounts receivables and increase cash flow

- Introduced significant security initiatives, including implementing a global multi-layer security strategy including web filtering, endpoint protection, security training and awareness, vulnerability scans, phishing protection, incident response plans, secure password management, and two-factor authentication

- Oversaw the implementation and streamlining of the SAP ERP processes to increase forecasting accuracy, reduced purchasing, and improved EDI integration.

- Re-designed and re-implemented Salesforce.com for worldwide Sales teams to track sales opportunities providing more visibility, accountability, and ultimately more revenue through higher close/win rates

- Streamlined e-commerce integration processes and error handling to enhance the end-user experience, increase "perfect order" rates, and reduce sales operations costs and workload

VP, IT MANAGED SERVICES | MANAGEDLAB SERVICES   2020 – 2021

- Serving as CIO to multiple organizations and directly managing a team of System Engineers & Support Technicians for an expanding Lab Services company, accountable for profitability and scalability growth within IT Managed Services while ensuring security of cloud systems, data centers, servers, and end-users in Life Sciences, BioTech, & Hospitality, leading all IT strategies and initiatives

- Directed security initiatives including multi-factor authentication (MFA), advanced threat protection, vulnerability assessments, compliance strategies, cloud & application security, SIEM, security awareness, and multi-layer data security systems

- Streamlined operational workflow and aligned Service Desk processing with enhanced ITIL service processes to maximize capability and capacity, enabling accelerated ticket handling and allowing consolidation of 10% in Service Desk staffing while maintaining operational efficiency and customer satisfaction rates despite an increasing workload

- Overcame multiple obstacles brought on by the COVID-19 pandemic, including implementing cost-effective and synergetic remote working solutions, internal file server migrations into SharePoint, full Microsoft Team Voice PBX system integrations, and timely conversions of 400+ personnel to secure cloud operations

CIO | SANTA MONICA SEAFOOD   2008 – 2019

- Recruited as 1st CIO, growing, managing, and mentoring the IT Infrastructure, Application Development, & Business Analysis teams, with additional responsibility for continuous improvement projects aiding revenue growth of $100M to $450M+

- Spearheaded all ERP & POS system upgrades and customization company-wide including new acquisitions, supporting 700+ employees across 12 production facilities, distribution centers, and retail sites

- Eradicated massive waste, developed KPI analytics, and facilitated business intelligence reporting to leadership for actionable insight, in addition to process reengineering and custom ERP system advancements, resulting in $85K of recurring monthly savings

- Developed a Disaster Recovery & Business Continuity strategy, substantially reducing ERP system recovery time from 2 hours to 10 minutes alongside a critical data loss window reduction from 4 hours to only 15 minutes

- Built proprietary application, workflow, and reporting solution for streamlining Purchase Order Adjustment processing, decreasing monthly expenditures by $50K

- Developed comprehensive Procurement solution to decrease waste and product substitutions while strengthening ERP system supply chain functionality, yielding infrequent returns, boosting customer satisfaction rates, and monthly savings of $12K

- Constructed an e-commerce enterprise system, allowing smooth transactions of B2B web & EDI wholesale, and customer preferred B2C retail ordering, handling $100M+ of company's revenue while simultaneously eliminating manual errors

- Spearheaded in-house Agile application development with an MVP focus, utilizing IIS/ASP/MS SQL Server stack, T/SQL, C#, Javascript, Kendo UI, SSRS, and PowerBi reporting and analytics to amplify ERP, CRM, and WMS versatility

- Engineered comprehensive Returns & Credit Memo solution, utilizing root cause analysis to identify trends, enabling accounting to pinpoint issues, saving $10K+ a month

CO-FOUNDER & OWNER | SLINGSTONE INFORMATION TECHNOLOGY, LLC   2004 – 2018

- Co-founded and successfully sold organization providing world-class IT service for mid-sized companies, integrating infrastructure, security, and ITIL-compliant IT service for 30 diverse business clients across 45 locations, supporting 2K+ end-users and 250 servers - achieving 20+ successful IT audits within Sarbanes-Oxley, PCI, and HIPAA environments

ADDITIONAL EXPERIENCE

DIRECTOR OF IT STRATEGIC PROJECTS & PROFESSIONAL SERVICES | NORTEL NETWORKS

DIRECTOR OF IT INTERNATIONAL PRACTICE & PROFESSIONAL SERVICES | GTE INTERNETWORKING

DIRECTOR OF NETWORK CONSULTING SERVICES | NETWORK GENERAL CORPORATION

MANAGER OF INFORMATION SYSTEMS | ORBAN/AKG (HARMAN INTERNATIONAL INDUSTRIES)

MANAGER OF INFORMATION SYSTEMS | SEYMOUR DUNCAN COMPANY

INDUSTRY EXPERIENCE

FOOD, HOSPITALITY, ELECTRONIC DEVICE, MANUFACTURING, DISTRIBUTION, PROFESSIONAL SERVICES, HEALTH & MEDICAL, BIO-TECH & PHARMA, WHOLESALE, RETAIL, B2B E-COMMERCE

EDUCATION & CERTIFICATIONS

MASTER OF BUSINESS ADMINISTRATION, MBA, *Technology Management*, University of Phoenix

BACHELOR OF ARTS, B.A., *Political Science*, University of California at Santa Barbara

CERTIFIED LEAN SIX SIGMA BLACK BELT (CLSSBB), Council for Six Sigma Cert & Aveta Business Institute

CERTIFIED in LOGISTICS, TRANSPORTATION and DISTRIBUTION (CLTD), *Certification # 176565,* ASCM

CERTIFIED INFORMATION SYSTEMS AUDITOR (CISA), *Certification # 21176145,* ISACA

CERTIFIED INFORMATION SYSTEMS SECURITY PROFRESSIONAL (CISSP), *Certification # 49379,* ISC[2]

CERTIFIED COMPUTER SYSTEM VALIDATION (CSV) PROFESSIONAL, BioPharma Institute

ARTIFICIAL INTELLIGENCE: BUSINESS STRATEGIES AND APPLICATIONS, UC Berkeley Executive Education

Previous Certifications: **Project Management Prof. (PMP), Certified Production & Inv. Mgmt. (CPIM)**

REFERENCES

Email & Phone Provided Upon Request

ERIC PRIESTER, CFO, Ensemble Therapy (Former CFO, Printronix)

HERMAN CHIU, CFO, Island Pacific Supermarket (Former CFO, Santa Monica Seafood)

SETH MARSHALL, Former EVP, General Counsel, & Board Member, Santa Monica Seafood

TECHNICAL STACK

SAP R/3, Boomi, Bigcommerce, Vertex, Avalara Tax, Cubeware, Applix, MicroStrategy, FoodDistribute ERP, Canopy ERP, SAP BPC, Oracle Micros Point-of-Sale (POS), Yellow Dog Inventory, DayForce HCM, OmniTracs, RoadNet, AFS EDI, ADP, Office 365, Exchange Server, PowerBI, Sonicwall, VMWare, Active Directory, RecoverPoint, Shoretel VoIP, Unity SAN, EqualLogic, SAN, Wrike, AutoTask, MS Dynamics ERP, SalesForce CRM, Oracle NetSuite ERP, JDE ERP, Sage 300 ERP, Sage 100 ERP, Sage X3 ERP, QuickBooks, NextGen EMR, SRS HER, Axis, Centricity, UltiPro HRIS, Google Suite, Exchange Server, Fortinet, Dell, VMWare, HyperV, Active Directory, Teams, ConnectWise, Kaseya, Auvik, IT Glue, Barracuda, & Confluence