SPENCER REID

Denver, CO I 970.980.1375 jessica@jrcprofessionals.com www.linkedin.com/in/jessicacoppens/

VICE PRESIDENT OF TECHNOLOGY

Leveraging technology to transform technical cultures, build value, drive growth, and create an environment of continuous improvement!

\$3M COST SAVINGS 7 40% JUMP IN PRODUCTIVITY 7 80% REDUCTION IN DEFECTS

PIONEERING IT EXECUTIVE who surpasses measurable parameters for quality, customer satisfaction, and ROI – building strategic technology plans and aligning technology initiatives with corporate vision, mission, and goals. Cultivates talented and diverse teams, building trust and leveraging innate skill set to drive progress.

POSITIONS LEADING EDGE TECHNOLOGY as a scalable and competitive advantage while collaborating cross-functionally to lead organization through transformational change, organizational advancement, and market penetration. Highly technical with a strong leadership foundation – able to seamlessly transition from business to technology objectives with a roll-up-your-sleeves attitude.



PROVEN AREAS OF EXPERTISE

IT Operations Management | Technology Strategy & Vision | Application Development | Start-Ups / Business Operations

Budget Management | Product Roadmap | User Experience (UX) | Enterprise Architecture | Business Planning

Shared Services | Data Analytics | Business Continuity | Operational Efficiencies | Quality Assurance

TECHNICAL LEADERESHIP EXPERIENCE

GLOBAL OPERATION – FORT COLLINS, CO | 2014 – PRESENT DIRECTOR OF IT (2017—Present)

Handpicked and promoted to lead agriculture function under the CIO with a leadership scope that spans 8 professionals, \$7M yearly budget, and oversight of the shared services department. Facilitate IT infrastructure and operations reliability, growth, and continuity while cultivating a digital transformation strategy with needed innovation, change management, and customer services. Ensure IT department is a value-added resource – meeting and exceeding organizational needs with solutions that align with global business vision, enterprise standards, and policies.

- ✓ **Decreased headcount 47% in warehousing areas**, increased racking space 11%, and reduced manual trucks in the warehouse 32% via spearheading of large-scale multimillion-dollar automated vehicle project.
- ✓ Boosted employee productivity 25% and cut platform cost 33% through championed HR payroll automation project that overhauled manual timecard into an automated function while migrating from on-premises Kronos to the cloud.
- Transformed operating model and increase IT focus on "grow and transform" reduced IT capital and operating budget \$3M with outsourcing of application management service, bringing PMO office in house, and by improving infrastructure hosting service costs.
- ✓ Constructed solid strategy around public cloud implementation defined corporate cloud-first strategy.

GLOBAL MASTER DATA MANAGER (2015 - 2017)

Sought out to drive the master data management group after reorganization of the function under the IT umbrella. Led high-performing team of 9 with oversight of the global vision for master data management and governance with focus on data utilization through standardization and information management to optimize master data value. Communicated sustainable master data governance strategy across the enterprise while defining forward priorities and milestones.

- ✓ Boosted efficiencies upwards of 20% via standardization of global master data across supply chain engineering and manufacturing facilities.
- ✓ Drove migration and modernization of legacy data management platform to align with global policy.

- ✓ Led as SME in implementation of SAP master data governance.
- ✓ Conducted 30+ vendor/material standardization projects in partnership with supply chain, engineering, and plant managers.
- Defined and deployed policies and procedures in alignment with enterprise data architecture policies.

ENTERPRISE APPLICATION ARCHITECT MANAGER (2014 - 2015)

Tapped to lead talented team of 5 with core goal of modernizing and replacing legacy systems – specifically in the Mexico and Florida markets. Acted as value-added business/technical asset inside project management, technical design, development, and testing of a broad range of projects that included Microsoft, SAP ERP, business intelligence, analytics, document and content management, human resources, SaaS, and mobility technologies to support the business and its operations.

- ✓ **Delivered 40% boost in productivity** with delivery of Human Resources SAP SuccessFactors solution implementation.
- ✓ Drove establishment of architecture and data foundations needed to provide self-service business functions globally.
- ✓ **Uncovered improvement opportunities and** drove elevated change management practices to ensure technical operations conformed to the enterprise architectural standards alongside software and external provider evaluation and management.
- ✓ Acted as SME for transition of global agricultural software evaluation.
- ✓ **Guided business intelligence (BI) team resources** with guidance through the training and execution of IT time tracker report for VP, IT trending reports for directors, and startup of BI self-service initiative.
- ✓ Spearheaded legal department document management system implementation.

E-COMMERCE BUSINESS LEADER - DENVER, CO | 2001 - 2014

APPLICATION DEVELOPMENT MANAGER

Entered startup environment as developer and employee #4, promoted to lead diverse global development team comprised of 15 people in the U.S. and India. Oversight spanned product readiness for deployment and production inside rapidly growing portfolio of 300+ clients. Directed IT projects with goal of building credibility, establishing rapport, and maintaining communications with customers and cross-functional groups including sales, architects, analysts, leadership, developers, and IT personnel.

- ✓ Overhauled underperforming project and critical multimillion-dollar customer relationship reengineered system design and integrated usability principles to enhance the user experience (UX).
- ✓ Reduced defects 80%, decreased development time, enhanced development flexibility, increased collaboration, and engaged client during development cycle introduced iterative, agile-based development process.
- ✓ **Delivered engaging product demos of new and existing features** used for presentation to executive client stakeholders to capture additional sales opportunities.
- ✓ **Leveraged innovative user experience (UX) designs** to enhance the customer experience for new product updates—enabled mobile software designs to adjust to current market trends.
- ✓ Pioneered new cutting-edge software designs to improve product quality, market entry, customer success, and profitability.
- ✓ **Built applauded reputation around successful SaaS solutions projects,** standardizing solutions, and developing robust, high-quality systems that solved lingering business problems.
- ✓ Instrumental in the establishment of the India office allowed for global expansion and market penetration.

EDUCATION

MASTER OF INFORMATION SYSTEMS | University of Denver – Denver, CO

MASTER OF BUSINESS ADMINISTRATION | University of Colorado – Boulder, CO

BACHELOR OF SCIENCE – COMPUTER SCIENCE & SYSTEMS ENGINEERING | University of Colorado – Boulder, CO