**Robert G. McFeaters, MBA**

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**Chief Technology Officer / Chief Information Officer**

***Strategic and Risk Savvy IT Executive, Driving Customer Experience and Digital Transformation***

Known as aggressive, revenue growth-oriented business leader with a strong foundation in technology leadership and a bias for positive action. Emphasizes innovation and digitization. Skilled in strategic roadmap planning, driving organizational alignment, and prioritizing initiatives. Adept at enhancing customer and employee digital experiences, with a mastery of cybersecurity, infrastructure, operations, compliance, architecture, design, and development.

Track record as progressive technical expert in cloud, big data, artificial intelligence (AI). Excels in delivering large-scale application development and infrastructure projects. Drives results through extreme ownership and quality delivery, thriving on execution and the ability to “get things done.” A resilient, collaborative, and inclusive coach, who champions diversity. Leads from the front with urgency. Builds high performing, connected, global teams with a culture of recognition and appreciation.

**Strategic Thinking, Planning and Execution | Talent Development | Business Process Transformation | Organization Design**

**Mergers & Acquisitions (M&A) Integration | Risk Management and Security |AI | Outsourcing | Agile**

**SELECTIVE ACCOMPLISHMENTS**

* Enabled $208M annual run-rate profit improvements via a multi-year business transformation, exceeding IT improvement goals and cost reductions by outsourcing, implementing shared services, levering automation, re-engineering processes while partnering with stakeholders at all levels.
* Recognized for successfully developing and implementing a new driver safety mobile and web product that utilizes telematics data and gamification, improving driver safety and productivity while reducing accident risk and fleet operational costs for clients.
* Led technical integration and separation of multiple companies, resulting in smooth M&As within deadline and budget by architecting and executing effective technical strategies.
* Reduced major incidents by 88% over 5 years by leading and executing a multi-year strategy to elevate the customer and employee experience by improving and sustaining systems security, reliability, and performance.
* Achieved revenue growth and expense reduction, by leading people through major changes such as industry supply chain disruption, pandemic, M&As, new leadership, and market challenges, while practicing empathy, listening, and transparent communication.

**EXECUTIVE EXPERIENCE**

**ELEMENT FLEET MANAGEMENT**, Owings Mills, MD **2014 – 2024**

**Vice President – IT Infrastructure & Ops North America and “CEI” Collision & Safety BU IT Head** 2019 – 2024

Oversaw IT infrastructure and operations shared services for North America, including datacenters, cloud services, operational governance, network & logical security operations, audit & compliance, contact center technology, and end user computing experience with a staff of up to 30+ employees and 100+ outsourced resources. Managed IT operations budget of $20M. Led IT for CEI Collision and Safety business unit ($100M annual revenue). Reported to Global CIO and CEI Business Unit President.

* Contributed to $208M transformation savings success by outsourcing infrastructure and application support, implementing shared services, and robotic process automation (RPA – "bots").
* Achieved revenue growth to over $100M for CEI business unit by successfully delivering via agile methodology:
	+ DriverCare Connect telematics safety application on time and on budget.
	+ Omni-channel application enabling 2-way (SMS) between drivers and repair shops, increasing driver satisfaction, and reducing driver downtime.
* Reduced costs, increased capacity, and improved application stability by transforming CEI IT operations through outsourcing and implementing enterprise best practices.

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**ELEMENT FLEET MANAGEMENT** – *Continued*

* Devised and executed 3 AI initiatives:
* Gained insights into root cause, analyzing IT support data on Snowflake’s cloud-based data warehousing platform.
* Established strong business case, successfully piloting Five9’s cloud-based contact center platform AI based IVR, leading to a full project.
* Improved the IT support experience and self-service options by implementing ServiceNow virtual agent.
* Decreased risk of ransomware, implementing Varonis’ AI-powered ransomware protection and data privacy solution.
* Diminished risk of security incidents to above industry average, implementing security best practices, including patching program, privileged access management, user entitlement reviews, encryption, and multi-factor authentication.
* Significantly reduced risk for multiple datacenters as principal owner of a $10M project that consolidated, upgraded end-of-life hardware, migrated to a hosted datacenter, and implemented a cloud-based disaster recovery solution. DR solution was audited, in real-time, passing by meeting business recovery time and recovery point objectives (RTO and RPO).
* Raised client and investor confidence, implementing SOC1 Type 2 program with no significant findings since 2021 inception.
* Improved IT delivery performance for Mexico line of business as interim IT head, implementing enterprise standards and outsourcing and deploying shared services.
* Lowered risk to enterprise data, identifying gap in backups, implementing Rubrik immutable data protection SaaS solution.
* Drove better margins by reducing costs, as a standard practice, lowering AWS spend by 10% through optimization.
* De-risked business, owning IT risk index balanced scorecard results, driving IT operations to meet / exceed IT risk metrics.
* Improved overall the technology experience for clients, delivering SLA’s and improvement targets:
	+ Drove down major incidents by 88% via strict root cause analysis and root fix discipline.
	+ Owned and executed on $3MM annual CAPEX hardware / software / stability project portfolio.

**Vice President – North America IT Applications Management** 2015 – 2018

Oversaw Business Applications Management for North America for 200+ applications and data, including all web properties, mobile, cloud, mainframe, client / server, contact center, data analytics, reporting and DevOps. Drove accountability and results with strategic technology partners, including IBM, TCS, and Cap Gemini to deliver business services at high quality. Lead application development enhancement projects while ensuring security, stability, and performance of the application portfolio to ensure a superior customer experience. Staff of up to 50+ employees and 200+ outsourced resources. Delivered on an operations budget of $14.3M and systems improvement budget of $10M. Reported to Corporate CTO.

* With Element’s $6.9B acquisition of Capital’s Fleet Management business, led merging of GE Fleet and PHH Fleet Application Management teams into a single united team, improving IT operational outcomes, transforming and maturing processes.
* Reduced costs, increased capacity, and improved application stability by leading the switch of strategic outsource partner from IBM to TCS for offshore development support.
* Created processes and drove discipline in Major Incident Management and Root Cause Analysis to address legacy system stability issues. Implemented hundreds of root fixes. Set stage for substantial improvement over the following 5 years.
* Ran the “business of IT” successfully, during a potentially disruptive organizational integration, enabling achievement of client commitments.
* Led successful mainframe database expansion workstream under the GE Fleet system integration project.
* Led the 24x7 war room for the recovery of system integration issues related to the GE Fleet system cutover.
* Improved throughput of application enhancements 30%, working with business to reimagine enhancement process, drive clarity of roles and expectations, business application ownership, prioritization process structure, and system (ServiceNow).

**CTO / VP** 2014 – 2015

Oversaw IT Security & Compliance, Enterprise Architecture (including Solutions & Data Architecture), Vendor Management & IT Procurement, Infrastructure and Operations – including datacenters, cloud services, operational governance, network, telecom, contact center technology, and end user computing. Oversaw IBM outsourcing partner. Managed SG&A, hardware, software, and services expense budget and infrastructure capital budget. Led 30+ employees / contractors. Reported to Corporate CIO.

* With Element’s $1.4B acquisition of PHH’s Fleet Management, led, designed, and delivered $10M project for technical separation of the PHH Fleet technology environment from the PHH Mortgage business. Completed project in 1-year enabling termination of transition services agreement, avoiding major fees, and enabling Element to move forward with the GE Fleet acquisition of 2015.
* Led project with 15 distinct technology separation workstreams, including physical datacenter, server, storage, and network separation, e-mail, file sharing, remote access, software development, ServiceNow, software and hardware licensing.
* Drove future state org design, future state technology roadmap.
* Drove savings through software consolidation and elimination. Introduced self-service password reset capability.
* Reduced organizational risk, leading IT control environment, audit compliance, IT asset management, and IT procurement.

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**PHH CORPORATION**, Sparks, MD **2009 – 2014**

**CTO, PHH Corporate / VP** 2013 – 2014

Oversaw Corporate Project Management Office (PMO) and capital project portfolio of $11M. Set and executed operational and strategic vision for Information Technology (IT) service delivery to the PHH enterprise including both the Mortgage and Fleet business units. Led corporate shared services team of 50 – 100 employees and contractors. Managed budget of $64M allocated to Fleet and Mortgage business units. Reported to corporate CIO.

* Achieved strategic cost reduction goals by successfully implementing IT services outsourcing to IBM, leading IT organization through significant change from full in-source model to a hybrid model.
* Oversaw service delivery from all technology partners, including IBM, identifying opportunities for technology-related synergies, driving technology investment, bringing system reliability and performance up to superior levels, ensuring compliance with technology standards, governance, and policy, and consistently delivering stable, sustainable technology solutions that exceeded customers’ expectations.
* Guided overall IT relationship management and business technology strategy for the PHH Corporate enabling functions enabling achievement of strategic objectives.
* Led and was principle for IT controls and Sarbanes Oxley (SOX) compliance. Build the people, processes, and technology that resulted in successful audits, with no significant deficiencies or material weaknesses.

**CIO, PHH Arval (Fleet) / VP** 2011 – 2013

Oversaw IT relationship management and business technology strategy for Fleet Management business unit for NA. Managed business unit aligned IT functions, including application development and business analysis. Led IT 100 employees, contractors, and outsource partners (IBM). Directed $7.8M annual expense budget and $10M CAP budget. Member of Corporate IT Senior Leadership Team (ITSLT) and BU Senior Leadership Team. Reported to Corporate CIO and Fleet Business Unit COO, CEO.

* Delivered 99.9% uptime of business systems, ensuring proper technology investment and operational execution, including move to ITIL standards and use of ServiceNow cloud platform, standardizing on Oracle technology stack as part of the “One PHH” technology initiative.
* Implemented appropriate governance for managing business demand for IT resources, working with IT organization, to develop creative approaches to effectively satisfy business needs.
* Represented business unit’s technology interests with Corporate IT for business functions, due diligence activities, interviews, press releases, customer, and prospect meetings.

**ADDITIONAL RELEVANT EXPERIENCE**

**PHH CORPORATION**, Sparks, MD, **Vice President, Technology Infrastructure, Operations & Enterprise Shared Services**

**PHH ARVAL**, Sparks, MD, **Vice President, Technology Management, Director of Systems & Network Engineering, Manager of Systems & Network Engineering, Technical Project Manager, Systems Engineer, E-mail Administrator**

**SYSTEM SOURCE**, Hunt Valley, MD, **Systems Engineer**

**UNIVERSITY PHYSICIANS, INC.**, Baltimore, MD, **Senior Technical Project Manager, Webmaster, Senior Help Desk Coordinator**

**FORMAL EDUCATION**

**Master of Business Administration (MBA)**, MIS, University of Baltimore, Baltimore, MD

**Bachelor of Science (BS)**, Management, Towson University, Towson, MD

Certified Information Systems Security Professional (CISSP)

AWS Certified Cloud Practitioner

Microsoft Certified: Azure AI Fundamentals

Microsoft Certified: Azure Fundamentals

Leadership Baltimore County Graduate, [www.leadershipbaltimorecounty.net](http://www.leadershipbaltimorecounty.net)

**RECOGNITION | PROFESSIONAL LEADERSHIP**

InformationWeek 500 | PHH Arval Diversity Award Recipient

Mid-Atlantic CIO Forum | NOREX IT Peer Community | Habitat for Humanity | Catholic Charities