

# Simon B. Knight – Resume

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## Summary

- C-level IT practitioner with comprehensive strategy development, IT management, project, technical, and operational experience in a broad range of industries.
- Delivered projects involving the Digital Economy and leading-edge technologies such as IIoT and AI.
- Led over a dozen enterprise and global ERP/CRM implementations with budgets between \$2M and \$150M.
- Advanced executive-level project management skills including stakeholder management, project metrics, risk management, vendor management, cross-functional facilitation, organizational restructuring, and process reengineering.
- Architected and implemented innovative custom applications and Business Intelligence solutions.
- Over 25 years' experience in process reengineering disciplines including Six Sigma and LEAN.

## **2004 - Current: President, Setanta Inc. Technology Consulting Services**

- Developed operations, IT, and software product strategies for rapidly growing companies in manufacturing, services, energy, high-tech, government, aerospace distribution, retail, logistics, transportation, and gaming.
- Filled interim / part-time executive roles as CIO/CTO and provided board-level oversight of IT strategy, major projects, operations, and acquisition integration for clients from startups to \$15B annual revenues.
- Executed enterprise ERP, CRM, and Business Intelligence projects including strategic planning, vendor/product selection and procurement, team and PMO mobilization, requirements gathering, system configuration, custom development, data conversion, training, transition management, and benefit realization.

## **2002- 2004: SVP and Chief Information Officer, IKON Office Solutions**

- Consolidated global IT organization, data centers, and network operations, reducing operating costs by over 10% per year.
- Led Six Sigma initiative that realized \$10M in cost savings.

## **1996 – 2002: VP Enterprise Systems and International Operations, IKON Office Solutions**

- Leader of US operational restructuring and largest Oracle ERP/CRM implementation at that time, including logistics, distribution, manufacturing, field service, sales, marketing, billing, order management, and customer service operations.
- IT lead for international acquisitions developing a plan to build a back-office shared service capability to support operations in 19 European countries.

## **1993 – 1996: Systems Leader, General Electric**

- Built corporate technology strategy group with responsibility for new technology introduction. Increased productivity and reduced cycle time by enabling concurrent engineering process, flow manufacturing, and digital mockups for GE Power Systems and Aircraft Engine.

## **1985-1993 Senior Partner and President, Jensen & Partners International**

- Managed US marketing and support organization. Lead software engineer in team that developed the first ANSI compatible C++ /C compilers and multi-language environments that paved the way for Microsoft .NET.

## Education

- MBA Warwick Business School (UK) specializing in operations and IT.

## Professional training

- General Management and Advanced Information Management. GE Crotonville.
- Demand Flow Technology, J.I.T. Institute.