



Michael Bouchet

Chief Information Office

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Chief Information Officer with extensive expertise in planning, building, and operating complex global platforms for over 30 years. Demonstrates strong leadership in strategic planning, transformation, and organizational change management, consistently improving performance while reducing costs. Proficient in global program management, Agile transformation, and leveraging AI to elevate security and customer experience.

Employment history

Chief Information Officer, Newfold Digital, Feb 2020 - Present

Jacksonville, FL

- Oversee global technology infrastructure, core applications, security, and call center operations for \$1.5B hosting company.
- Optimized cloud operations across Azure, AWS, GCP, and OCI, reducing cloud expenses by 33%.
- Consolidated 16 data centers to two, saving \$21M annually; manage top-tier data center with 1.1 PUE.
- Established a 24/7 security operations center, cutting response time from days to minutes.
- Implemented a 24/7 corporate command center, reducing change failures by 52% and repair time by 36%.
- Spearhead cloud transformation, optimizing multi-vendor architecture. Slash expenses, boost efficiency in data centers. Elevate security posture, drastically reducing incident response time.
- Drive global customer service migration to Pegasystems and Genesys Cloud. Leverage AI for automated call flows and routing, enhancing customer experience across multiple brands.
- Pioneer AI-driven security measures on storefronts against automated attacks. Establish in-house 24/7 security operations center, capable of countering nation-state threat actors.

Senior Vice President, Infrastructure & Cloud, OneCall, Sep 2017 - Feb 2020

Jacksonville, FL

- Led strategic shift from traditional contact center to SaaS, saving \$1.2M in Azure costs.
- Implemented DevOps culture, enhancing quality and predictability across teams.
- Reduced headcount by 14.8%, saving \$9M through hybrid cloud and infrastructure consolidation.
- Optimized Avaya Contact Center, improving handle time efficiency by 19.7%.
- Established Service Management and launched ServiceNow self-service capabilities.
- Spearheaded cloud transformation, shifting from IaaS to containerized deployments, resulting in substantial Azure cost reductions and improved operational efficiency.
- Optimized infrastructure and workforce, achieving significant cost savings through strategic hybrid cloud adoption and streamlined operations.
- Pioneered DevOps culture across teams, enhancing predictability and quality while reducing reliance on proprietary infrastructure.

Senior Director, Infrastructure (W2 consultant), Murphy USA, Oct 2016 - Sep 2017

Plano, TX

- Led WAN migration to Level 3 Communications, reducing OpEx by \$1M.
- Outsourced operations to third party, saving \$1M and enhancing service levels.
- Migrated disaster recovery to Azure, ensuring robust data protection.
- Completed PCI 3.2 remediation for Tier 1 card processor handling 3M transactions daily.
- Developed 5-year strategy to eliminate data centers, cutting \$160M in platform costs.
- Led major cost-saving initiatives, including WAN migration and outsourcing operations, resulting in \$2M OpEx reduction and improved service levels.

Employment history

VP Infrastructure Services, RELX Group, INC. (Lexis Nexis), 2012 - 2016

Raleigh, NC

- Led \$260M budget for global unified communications, networking, and security, achieving \$94M OpEx reduction.
- Orchestrated Unified Communications program, cutting \$6M in conferencing and long-distance costs.
- Migrated 60% of operations staff to Manila, enhancing efficiency and reducing costs.
- Consolidated data centers and leveraged cloud services, optimizing infrastructure and saving \$50M.
- Led global IT infrastructure transformation, optimizing unified communications and data centers, resulting in \$94M OpEx reduction over four years.
- Spearheaded 'infrastructure as code' initiative, managing cloud and SaaS services for internal systems and customer-facing products.
- Orchestrated \$2.5B revenue application platform migration to AWS, avoiding \$50M in hardware refresh costs.
- Redesigned global hybrid core network, improving service levels and reducing annual costs by \$12M.

Senior Vice President of Telecommunications, BBVA Compass Bank, 2008 - 2012

Birmingham, AL

Manage all voice, video and data communications for a \$75B bank located across 7 US States and over 800 locations.

• Initiated, designed and led the implementation of a comprehensive IP telephony conversion, saving the bank over \$5 million in annual operational expenditures, improving service levels, and enabling future technologies.

• Improved efficiencies and reduced expenses by restructuring the organization into a plan, build, deploy, operate model. This led to improved service levels while keeping costs flat or lower while deploying the latest technologies including end to end SIP telephony, simplified domestic and international long distance, and a single flat dial plan for the US.

• Renegotiated the field support and maintenance contracts to improve service delivery and reduce costs.

• Reduced mobile phone costs by over 35% (\$1.2 Million) by restructuring plans, drafting and enforcing new usage policies, and contract renegotiations.

• Overhauled the Contact Center platform with dramatically improved resiliency, lower operating costs, and improved functionality.

• Consolidated voice and web conferencing onto a single platform, savings over 20% annually.

• Managed the network integration of five logically separate networks (Guaranty Bank, Texas State Bank, Laredo National Bank, Bancomer USA, and Compass Bank) into one unified operation.

Director of Global Network Strategy, JPMorgan Chase, 2007 - 2008

London, UK

Oversee network architecture and strategy for a \$1B technology organization. Direct network strategy development and implementation. Manage long-term product planning, financials, product lifecycle management, hardware/software certification, vendor management, customer advocacy, market and product research, and process improvement.

• Directed construction of a new network architecture, comprising 75 services supported by 800+ network service employees spanning hundreds of vendors and over 27,000+ deployed components.

• Reduced annual maintenance by 10% by redesigning the provisioning process.

• Increased network availability by constructing remotely accessible network certification facility providing global support to all network engineering teams.

• Instituted network pattern architecture for product consistency and repeatability.

• Launched a new network lifecycle management process to manage and reduce all hardware and software iterations, reduce complexity, and allow for easier planning of new services.

Employment history

**Director of Networks;
Europe, Middle East,
and Africa, JPMorgan
Chase, 2004 - 2007**

London, UK

- Managed plan, build, and implementation of network infrastructures throughout Europe, Middle East, and Africa. Supervised 60 employees. Administered \$136M budget. Oversaw project management, network management, engineering, and implementations. Expatriate in London, England for 4 years.
- Led the Network Organization reconstruction for EMEA from a nearly complete outsourced model with IBM to insourced.
 - Slashed budget by 20% by renegotiating vendor contracts and redesigning key systems.
 - Significantly increased network availability in London and Bournemouth data centers through comprehensive redesign & remediation programs.
 - Led key London trading floor remediation program, improving overall availability and stability.
 - Led the successful compliance with the UK Financial Services Authority (FSA) in several large, complex audits.

Senior IT Architect, JPMorgan Chase, 2002 - 2004

Senior Network Systems Consultant, Lucent Technologies, 1998 - 2002

Sydney, Australia / Buenos Aires, Argentina

Systems Consultant, MODIS PROFESSIONAL SERVICES (DATACORP), 1996 - 1998

Cleveland, OH

Systems Consultant, THE ANDERSON GROUP, 1994 - 1996

Akron, OH

Education

Edinburgh Business School

MBA in Progress

University of Phoenix

Technology Management

Babson College, 2014

Executive Business Leadership Training

Skills

Culture/Agile Transformation	DevOps	Public/Private Cloud	Coaching
Vision	Strategy	Enterprise Architecture	FinOps
Global Program Management	Vendor Management	Operations	Governance
Continuous Improvement			

Additional information

**Publications /
Accomplishments**

- CIO Review Magazine
- LEAD Magazine Award
- Jacksonville Business Journal Technical Leadership Award