



## Adrian E. Urgena – Achievements in IT, BI, and Analytics

- Directed the development and deployment of an enterprise platform integrating disparate customer and product data into BI systems that drove revenue optimization and customer delight in \$1.3B global company – CEO declared the results “**a 12 out of 10!**”
- Transformed IT data warehouse team into **BI and Analytics Center of Excellence**.
  - Established group imperatives that focused resources in **alignment with company goals**.
  - Implemented staffing model that optimized use of fixed and multi-source variable capacity resulting in 29% reduction in core team FTE and use of **lower cost off-shore resources**.
  - Instituted **agile development** methodologies that improved velocity and quality.
- Architected and established Corporate Information Competency Center that delivered integrated information enabling **fact-based decision-making** and scalability in rapidly growing company.
  - Eliminated redundant and uncoordinated efforts by consolidating disparate decision support and corporate IT resources and establishing effective **IT governance**.
  - Stabilized critical corporate systems by eliminating manual and error-prone processes, implementing improved security protocols, **outsourcing system hosting and support** where appropriate, and instituting standard operating procedures.
  - **Controlled IT costs** by leveraging legacy technology investments.
- Developed and managed centralized operations research and decision support team that delivered **29% ROI** on business optimization projects.
- Enhanced operational performance and competitive advantage by championing and directing the development of **predictive and prescriptive analytics** embedded in operational systems.
- Led pioneering project to reengineer business processes and deploy document imaging and workflow technology resulting in **50% reduction** in time spent on document management, **12% reduction** in cycle time from application to receipt of first payment, **80% reduction** in physical document storage requirements, and **improved customer service** first call resolution rates.
- Delivered – **within budget and on schedule** – significant IT enhancements to accommodate innovative stock option plan for Fortune 1000 client by effectively managing scope, client expectations, and cross-functional project resources.