JULIAN MERCER

CIO

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Technology executive with 20+ years leading IT for a regional grocery and pharmacy retailer and earlier for consulting and financial services clients. Directs a 160-person organization and a $48M budget across infrastructure, security, data, and digital commerce. Briefs the board audit committee on technology risk.

PROFESSIONAL EXPERIENCE

Vice President, Information Technology Jan 2023 - Present
Hy-Vee, Inc., West Des Moines, IA

- Run technology for 280 stores and 14 distribution and manufacturing sites, with a $48M operating and capital budget and 160 staff across five directors.
- Delivered a unified e-commerce and pharmacy platform across all stores, lifting digital order volume by 41% in 18 months.
- Brief the executive team and board audit committee quarterly on cyber risk, and sponsored a 24-hour security operations capability that cut mean time to contain incidents by 55%.
- Renegotiated four large vendor agreements, saving $3.6M a year without reducing service levels.
- Set a three-year cloud strategy that retired two data centers and moved 70% of workloads to Azure.

Senior Director, Enterprise Technology Feb 2019 - Dec 2022

- Led enterprise applications, infrastructure, and store technology, with a team of 110 across four departments.
- Sponsored a point-of-sale replacement for 280 stores, completed in nine waves with no weekend outage longer than two hours.
- Introduced a quarterly roadmap review with finance and merchandising that cut unplanned project requests by a third.
- Built a leadership bench by promoting three managers into director roles and hiring two external security leaders.

Director, Infrastructure and Operations Mar 2016 - Jan 2019

- Managed network, server, and service desk operations for 24-hour retail and pharmacy systems at 99.9% availability.
- Consolidated 340 physical servers onto virtual infrastructure, which freed about $1.1M in annual hardware and facility costs.
- Implemented ITIL change and incident processes that reduced major incidents by 35% in two years.

Principal Consultant Jun 2010 - Feb 2016
Accenture, Chicago, IL

- Led IT strategy and ERP integration engagements for retail and consumer goods clients, with teams of up to 20 consultants.
- Delivered a post-merger systems integration for a $2B retailer, combining two ERP environments in 14 months.

Senior Systems Engineer Aug 2004 - May 2010
Principal Financial Group, Des Moines, IA

- Designed and supported storage and server platforms for retirement and insurance applications serving millions of accounts.
- Automated nightly batch monitoring and reduced after-hours pages for the infrastructure team by about 40%.

CORE SKILLS

IT strategy and roadmap | Enterprise architecture | Cybersecurity governance | Cloud migration (Azure) | Budget and vendor management | Digital commerce platforms | ERP and retail systems | Board and executive reporting | Data and analytics strategy | Talent and succession planning | M&A systems integration | ITIL and service management | Risk and compliance

EDUCATION

Bachelor of Science in Computer Science, Iowa State University, Ames, IA

CERTIFICATIONS

Certified Information Security Manager (CISM), ISACA | Project Management Professional (PMP), PMI | ITIL 4 Managing Professional