JOSH SIDDON

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SUMMARY AND PROFILE

EXECUTIVE C-LEVEL INFORMATION TECHNOLOGY PROFESSIONAL
CIO | CTO | CISO | Digital Transformation | IT Turnaround | M&A | IT Strategy & Alignment

Inventive and results-driven senior IT executive with a proven track record of business partnership forged while managing large (> 200 employees, > 30M budget) technology organizations. Proven ability to create the organizational leadership teams and processes necessary to drive top and bottom-line excellence. An outstanding strategist known for creating enterprise IT functions that serve as business-enablers. Able to deliver strategic technology plans and implement business solutions. Possesses a dynamic record of top performance in developing teams that achieve aggressive goals even in turn-around situations.

Career Accomplishments

- ✓ Achieved astonishing successes in turning around legacy IT teams into streamlined, modernized, high-performing, self-managed teams.
- ✓ Developed, planned, communicated, and began the execution of Fred's digital transformation strategy beginning with migrating data center services to Microsoft Azure and implementing Microsoft Dynamics365 Finance and Operations ERP.
- ✓ Achieved substantial reductions in vendor expenditures through contract negotiation/elimination: from $52M in 2008 to $28M in 2010.
- ✓ Implemented offshore Development Center of Excellence to support legacy and modern development efforts to support all aspects of the business. Projected savings are more than $1.5M annually (starting in 2017). Savings come from staff and in-house contractor reduction (50 seats) and move of application prod support offshore.
- ✓ Successfully remediated and recertified the company's PCI infrastructure after a credit card security incident by modernizing and standardizing PCI infrastructure through the chain of 600 retail sites. This resulted in over 10 million dollars in savings.

Professional Accomplishments

Leadership Rutherford – Class of 2022
Board Member – Rutherford County Technology Council – Murfreesboro, TN
Board Member – Nashville Technology Council – Nashville, TN
Board President - Society for Information Management - Memphis Chapter
Board Vice President - Society for Information Management - Memphis Chapter
Advisory Committee on Cybersecurity for Executive Education – University of South Florida

SKILLS AND EXPERTISE

Core Executive Traits:	Leadership Traits:	Technology Traits:
Prioritizing Multiple Projects	Driving Operational Excellence	Driving Operational Excellence
Strong Leadership Presence	Collaborating with Top Executives	IT Policies & Procedures
Commitment to Customer Service	Providing Direction & Vision	Secure & Reliable Systems
Dedicated to Exceeding Expectations	Cross-Function Team Leadership	Aligning Tech to Business Thinking
and Planning Strategically	Business Relationship Management	Developing Successful Teams
Maximizing ROI and Reducing Costs	Distributed Decision-Making	IT modernization specialist
Strong Strategic Focus	Results Focused	Service-Oriented Architecture (SOA)
Cross-Functional Team Building	Forward Thinking	Business Intelligence (BI)

Professional Experience:

MAA, Memphis, TN
Chief Network Architect
2023 – Present
Partnered with Executive manage to implement the organizations long-term digital transformation strategy. Designed and implement the organization's (Infrastructure as A Service) move to the Microsoft Azure environment. Worked with the operations team to work with vendors to design the Managed Wi-Fi product for implementation throughout the company's properties. Worked side by side with the Infrastructure Team to implement a standardized Meraki stack to all the company's properties.

- Designed, implemented, and maintained network architecture for 300+ multi-family properties, ensuring optimal connectivity, security, and scalability.
- Developed and executed technology strategies aligned with business objectives, driving digital transformation in the organization.
- Oversaw network infrastructure projects, ensuring timely delivery within budgetary constraints and adherence to industry standards.
- Worked with the cybersecurity team to implement robust security measures to protect sensitive data, ensuring compliance with regulatory requirements.
- Managed vendor relationships for network infrastructure procurement, installation, and ongoing support.
- Monitored network performance, analyze data, and implement solutions to optimize efficiency and reliability.
- Collaborated with cross-functional teams to understand network requirements and provide technical expertise.
- Maintained accurate documentation of network architecture, configurations, and changes.

Fogelman Properties, Memphis, TN
Vice President of Information Technology
2022 - 2023
Responsible for architecting, executing, and supporting the overall business strategy for information technology at Fogelman Properties. I ensure the business plan aligns information technology strategically with company goals for both corporate and property operations ensuring the team and business systems provide efficient and effective project management and support services while maintaining the highest level of security and compliance.

- Develop IT business plan and strategies for team to train, support and maintain IT and software infrastructure companywide including but not limited to:
- Microsoft O365/Azure migration
- SharePoint implementation
- Ensure security protocols and standards are met for the organization's information systems.
- IT infrastructure at property and parent company level (network, cloud, securities, break/fix)
- Analyze IT/Systems infrastructure and systems performance to assess operating costs, productivity levels, upgrade requirements, and other metrics and needs.
- Establish SLAs and KPIs for system uptime and operations.

Old Time Pottery, Murfreesboro, TN
Vice President of Information Technology
2019 - 2022
Hired to lead the organizational turnaround and modernization of information technology systems and processes for the company. Overall responsibility for the day-to-day operations of company information technology operations as well as integrating information technology into the business and improving stakeholder involvement. Currently extending the life of the legacy ERP by six to seven years. Improved EDI onboarding from 27% to 98% in seven months. Cut 250K in unneeded expenses in the first seven months. Implemented change management, project management, and a ticketing system to improve the department's ability to respond and

track issues in a timelier manner. Implemented an Information Technology Steering Committee to improve the department's involvement in the business project management and budgeting.

- Working with the Marketing team to plan, execute, and grow online presence from a static website to a highly profitable E-Commerce site with "curbside" service and drop shipping.
- Implemented Data Warehouse and Business Analytics to replace legacy "static" reporting for all business units.
- Continuing to partner with the Supply Chain and Distribution team to modernize and automate the inbound and outbound distribution processes and procedures and reduced over 250K annually through automation.
- Working with the Merchandising and Buying team to automate daily processes and improve day-to-day productivity resulting in improved margin and EBITA of over 30%.

Fred's Inc., Memphis, TN
Senior Vice President of Information Technology
2017 - 2019
Asked to leverage my career expertise/success in creating and leading a new vision/turnaround for large IT functions, by serving as the Senior Vice President of IT. I reported directly to the CEO and the Board of Directors on Information Security matters. I had five direct reports and over 85 full-time employees in different areas of the southeast U.S. as well as an offshore contingency of over 50. The annual budget was over 21M annually. Overall responsibility started with assessing the 'as-is' enterprise IT state, then turned to developing a comprehensive roadmap. Next came the installation of a bottom-up technology ecosystem using a roadmap while creating a new IT culture from the top-down. This "new IT" positioned IT as an accountable partner to the business. By changing the IT delivery model (and subsequent results), we championed overall IT quality of service while enabling the business to achieve results. The IT team championed and promoted major IT-business programs while driving IT-ROI as measured by real business profitability. In addition to application development efforts (on and offshore), direct report teams included three data centers, two distribution centers (1M SQ FT each) Infrastructure Support teams, a database support group, an application support team, a Network Engineering - Telephony team, Desktop support, Pharmacy Support, and Security Operations Teams.

- Partnered with the EVP Business Operations to achieve business-IT operational synergies of $5 million per year through process improvement and automation initiatives. We worked together to implement the JDA supply chain replenishment system. Leveraged corporate governance structures to drive solid ROI analysis/return on the holistic IT/business portfolio (first time in over five years).
- Developed, planned, communicated, and began the execution of Fred's digital transformation strategy beginning with migrating data center services to Microsoft Azure and implementing Microsoft Dynamics365 Finance and Operations ERP.
- Implemented offshore Development Center of Excellence to support legacy and modern development efforts to support all aspects of the business. Projected savings over $1.5M annually (starting in 2017).

Fred's Inc., Memphis, TN
Information Security Officer
2015 - 2017
Reported to the CIO, partnered with all Functional, Divisional and Site leadership to lead the Corporate Information security program to ensure information assets were adequately protected, and was responsible for establishing and maintaining a corporate-wide information risk management program and organization. Responsibilities include identifying, evaluating, protecting against, and reporting on information security risks globally in a manner that meets compliance and regulatory requirements, and aligns with and supports the risk posture of the enterprise. Responsibilities also included all day-to-day technical services duties such as:

- Provide leadership and vision for the Technical Services team.
- Develop strategic direction for the Information Technology plan including technology deployment plans and departmental budget.
- Direct all Information Technology and network system deployment and maintenance including all IT infrastructure, wireless communications, PC systems, local networks, and mobile environment.

- Manage IT training for IT staff members and end-user training on software and desktop systems.
- Create operational policies, procedures, standards, guidelines, and best practices.
- Recruit, hire and train IT staff, project managers, engineers, and network administrators.
- Oversee department meetings with staff leads and managers to ensure continuity of information systems support and goal attainment.
- Ensure project completion by coordinating resources and timetables with user departments, IT staff, and data center employees.
- Create financial forecasts, outline expenditures, and modify the budget when necessary.
- Assess new innovative technologies, mission-critical systems, security, communications, and business continuity.
- Successfully remediated and recertified the company's PCI infrastructure after a credit card security incident by modernizing and standardizing PCI infrastructure through the chain of 600 retail sites. This resulted in over 10 million dollars' savings.
- Developed and implemented company Information Security Program including PCI and HIPAA resulting in successful Reports of Compliance the last three years.
- Designed and implemented a custom point-to-point encryption credit card processing program.
- Oversaw complete redesign of the corporate network to improve security processes.
- Implemented 24/7 Network Operations Center and Security Operations Center.

Shelby County Schools, Memphis, TN
Executive Director of Information Technology - Interim CIO
2014 - 2015
Reported to the School District Superintendent and within the framework provided by the district. Managed a staff of 150+, budgeting, development design, and integration of software systems for 181 multi-site operations and administrative centers for 115,000 users district wide. P&L responsibility with a $35-million-dollar departmental budget. Developed and implemented the district Education Technology Plan to guide district action in the effective implementation of communication networks; hardware, software, and training standards; instructional technology; district administrative systems; human issues and technical support; and funding strategies, timelines, and utilization of resources. Facilitated the decision process for procurement, integration, coordination, operation, installation, maintenance, training, and support for technologies in all sectors of the district.

- Realigned annual IT budget realizing an annual savings of $7 million.
- Project lead for district-wide data warehouse implementation. Incorporating BI dashboards, providing drill-down performance data for 115,000 teachers and students.
- Project lead for student online registration program. Automated the student enrollment process for current students and implemented an on-line registration process for new students.
- Project lead for pilot student laptop program. Rolled out over 12,000 student laptops in eight weeks. Developed a cloud-based web filter and security process that exceeded the Family Educational Rights and Privacy Act guidelines.
- Developed and deployed status reporting mechanisms and performance metrics.
- Implemented a successful vendor management program.
- Established, managed, and operated an IT Service Desk that provided services to include incident management and issue escalation, service requests, change management, and project management utilizing an IT ticket management and tracking system. This system averaged 20K-25K calls a month.

Hollywood Casino, Tunica, MS
Director of Information Technology
2012 - 2014
Full responsibility for the daily operations of the IT department reporting to the Vice President of Finance. Established, implemented, and managed department policies and procedures. Reviewed, evaluated, designed, implemented, maintained, and supported the IT environment that includes the data center, computer hardware, and software, networks, computer peripherals, telephone hardware, and software, application systems, IT security, and other hardware and appliances necessary to the IT operations. I was also responsible for forward-looking systems and component implementation that will assure investment protection by remaining at the front of

technological advancements. I was able to realign the team and budget to improve the legacy IT talent with great success. The results were an IT team member earning Employee of the Year for two straight years.

- Managed successful project to virtualize entire datacenter realizing an annual savings of $500,000.
- Worked with all business stakeholders to establish a program to move all casino management processes to paperless. This also included realigning copier/printer leases and digital signature pad implementation attached to system workflow.
- Reestablished the property's information security program and successfully completed a state and PCI audit with no findings.
- Part of the CIO's tactical and strategic planning team.
- Managed the successful upgrade and implementation of a new and PCI compliant Point-of-Sale system that also included a data warehouse for BI and data extraction to multiple systems.
- Worked with the Corporate IT Staff, vendors, and industry technology partners to create investment protection for the IT infrastructure by standardizing systems, hardware, and configurations.
- Lead project to replace and upgrade all CCTV and digital signage throughout the entire casino property.

Ameristar Casino Resort & Spa, Black Hawk, CO
Director of Information Technology
2010 - 2012
Reported directly to the CIO, planned, coordinated, directed, and designed operational activities of the IT department, as well as provide direction and support for IT solutions that enhanced mission-critical business operations. Collaborated directly with the management team and decision-makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization. Oversaw a staff of 20 team members and an annual budget of $8 million. The primary goal was to lead IT strategic and operational planning to achieve business goals by fostering innovation, prioritizing IT initiatives, and coordinating the evaluation, deployment, and management of current and future IT systems across the property.

- Successfully implemented SOX controls and passed the property's first SOX audit with zero findings in 18 months.
- Successfully initiated and completed a $3.5-million-dollar technology modernization project.

EDUCATION
Colorado Technical University
BS in Business Administration with an IT Focus
Graduated 2/2021 Suma Cum Laude
U.S. Navy - Recipient of a Campaign Service Medal, as well as other citations