

— 2024 —

DALLASCIO ORBIE[®] AWARDS

The annual DallasCIO ORBIE[®] Awards honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Super Global, Global, Large Enterprise, Enterprise, Large Corporate, & Corporate categories will be announced February 9 at Hyatt Regency Dallas.



LEADERSHIP RECIPIENT

Pamela McNutt's journey of shaping health care technology. **PG 4**



FROM THE CHAIR

Connected Leaders Move Faster
PG 3

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2024 ORBIE AWARDS



Connected Leaders Move Faster

Technological innovation is moving faster than any other time in history – and yet, it’s important to recognize that it will never move this slowly again. Great CIOs know that in order to navigate and effectively lead through this evolving environment, trusted connections are critical to success.

DallasCIO brings together preeminent CIOs from Dallas’s largest organizations, to learn from one another, create value, mitigate risks, and share successes. Member-led, non-commercial programs foster meaningful professional relationships, while enabling collaboration on shared challenges, and creating leadership and organizational advantages.

We like to say that whenever DallasCIOs gather, “the answer is always in the room.” Through regular member-led events and interactions, the collective power of executives working together generates immense value. Everyone wins when ideas, experiences, and best practices are shared in a collaborative and secure environment.

The power of this network is not just local.

DallasCIO connects CIOs to thousands of other lifelong learners and technology executives, across 30 chapters within the Inspire Leadership Network. In addition to serving CIOs for over 25 years, the Inspire Leadership Network has recently launched six chapters exclusively dedicated to CISOs – and Dallas continues to lead the way with the first and largest.

From public and private companies, to government, education, healthcare, and nonprofits, we exist to help members succeed in one of the C-suite’s most demanding executive roles. Together, we are transforming our organizations using technology and enriching our region and world.

The ORBIE® Awards exist to recognize and celebrate the leadership and achievements of CIOs both locally and nationally. On behalf of DallasCIO, congratulations to all the nominees and finalists for their remarkable achievements, and thank you to the sponsors, underwriters, and staff who make the Dallas ORBIE® Awards possible.



Sincerely,

Andrew Brock
2024 Chair, DallasCIO
President, Digital Technologies &
Global CIO, Associa



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2024 ORBIE AWARDS



2024 LEADERSHIP RECIPIENT

Pamela McNutt

SR. VP & CIO | METHODIST HEALTH SYSTEM

Decoding success: DallasCIO Leadership recipient Pamela McNutt's journey of shaping health care technology

By The Business Journals Content Studio

As a premed student at the University of Texas in the 1970s, Pamela McNutt decided to take computer science classes as electives. That decision set in motion a career rooted in shaping the technology-driven future of health care.

After graduation, McNutt worked as a programmer analyst for Whittaker Medicus in Washington, D.C., developing pioneering software for hospitals.

"I took what my team created, which was a biomedical engineering equipment tracking system, to Abu Dhabi to install it in a hospital that Whittaker was managing," she said. "When I came back, I said, 'I think I'd like to go work physically inside an acute care hospital.'"

McNutt spent the next decade at what was then called Hermann Hospital in Houston before joining Methodist Health System in 1993. She's remained there and is the organization's senior vice president and CIO. This track record of dedication to innovation and leadership in her field earned her the Leadership Award in the 2024 DallasCIO ORBIE Awards.

Like McNutt's career, the role of top technology leaders in health care systems has evolved from highly

technical positions to critical C-suite contributors who must have a deep understanding of the broader business. To be a successful CIO today, McNutt said, a leader must have a complete grasp of their organization's business and the strategies it is pursuing.

"Now clinical people are moving into CIO roles," she said. "You can have a chief technology officer to run your data center, but the person in the CIO role has a broad knowledge of the business and how technology is used in the business."

While they no longer need to be able to handle complex programming, today's health care CIOs still must have a good handle on technology, McNutt said. CIOs also must master financial responsibilities that come with managing large contracts, sizable budgets and substantial projects, she said. The board and senior executive team are counting on the CIO to ask the right questions to plan these projects well and ensure they come in on time and under budget.

"Your CTO is going to handle a lot of the super technical stuff, and your security officer will handle the technical aspects of cybersecurity, but you as a CIO have to be able to understand it," she said. "You need to boil all that down, get rid of the techie talk and be able to explain it to other senior executives on their terms."

Thirty years after joining Methodist,

McNutt still casts her vision for what comes next.

The next frontier of health system technology innovation, she said, is related to includes improving patient engagement with what the industry calls the digital front door. For example, many health care organizations have implemented patient portals allowing patients to schedule their own appointments, fill out paperwork and electronically check in for their visits. Now, they are working to streamline these processes to create a better user experience that puts patients in the driver's seat of their care. Artificial Intelligence is going to be a big player, posed to assist clinicians to be more efficient and augment the diagnosis process.

Another key focus area is updating the technology that drives health care systems, such as software to support human resources, payroll, finance and supply chain, areas that had taken a back seat to electronic health record initiatives, McNutt said.

"Health care is about patient care, but because we spent so many years working on installing the electronic health record and optimizing its use, we all ran for a very long time on older financial systems and enterprise resource planning software," she said. "What we started seeing a couple of years ago, and the wave is still continuing, is replacing

those systems has been a big focus."

In addition to her role at Methodist, McNutt has worked extensively on health care technology policy issues. She is a fellow of the College of Healthcare Information Management Executives, where she served on the board of trustees. In 2002 McNutt won the CHIME/HIMSS John Gall CIO of the Year. She was also a member of the Dallas-Fort Worth Hospital Council Data Initiative Executive Committee and held a 12 year appointment on the State of Texas Health and Human Services Commission e-Health Advisory Committee.

Her work with these organizations has included promoting the move toward more robust electronic medical records and helping government officials better understand what is possible in this area.

"That's been really my life's work for the past 15 years," she said.

McNutt encourages emerging health care technology leaders to embrace similar opportunities to get involved in industry issues beyond their work for their immediate employers.

"There isn't a CIO in the country who's smart enough to figure out all of this all on their own," she said. "We all need to rely on each other and get involved, get that network going to really be effective. Don't stay an island."

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**Nitin
Chaturvedi**

Chief Digital & Technology
Officer, KFC



Nitin is currently KFC’s Global CDTO, driving a digital transformation of its ~\$35 B portfolio in 150 markets. Prior to KFC, Nitin spent 20+ years in various digital-first roles including leading the US Chromebooks business @ Google; advising Fortune 100 clients on strategy @ McKinsey and architecting supply chain software @ i2 Technologies (now Panasonic). Nitin holds an MBA from The Wharton School, University of Pennsylvania, an M.S. from Purdue University and a B Tech. from IIT, Mumbai.

SUCCESS STORY

KFC is a highly complex business given its global scale , franchised nature and varying brand maturities and identities across the world. Over the last four years, it has transformed from a traditional to a digital-first business , well on its way to its ambition of becoming a 100% digital business. Key unlocks for this transformation have been our willingness to take big swings, prioritize our heart-led culture to bring our people & partners along and our openness to constantly adapt to accommodate local nuances & external change.



**Sandeep
Davé**

Chief Digital & Technology
Officer, CBRE



As Chief Digital & Technology Officer, Sandeep Davé leads digital strategy and execution globally for CBRE, the world’s largest real estate services and investment firm. He and his team provide the technology and data capabilities and infrastructure to support the company and its clients and professionals across the globe.

SUCCESS STORY

I am most proud of the strides our team has made in CBRE’s digital transformation journey. We built a modern digital organization, with design, product and engineering talent. Our digital and data strategies have enabled meaningful outcomes for our clients and CBRE. We moved from on-prem to public cloud, built a cloud-native, hyper scalable data platform that ingests data from 300+ sources every day, powering insights for most Fortune 100 clients. We are the only company, in our industry, to deliver AI solutions at scale. These changes have significantly reduced cost and accelerated time-to-market and enabled superior client outcomes.



**Janet
Robertson**

Corporate CIO (fmr.), RTX



A business strategist and C-Suite technology leader, Janet Robertson delivers extraordinary value for Fortune 500 corporations. Janet was most recently Corporate CIO and Vice President of Enterprise Application Services for RTX and their subsidiaries, Pratt & Whitney, Collins Aerospace, and Raytheon. As the Chief Information Officer, she was driving RTX’s massive restructuring following their merger with United Technologies. Janet currently serves as a technical advisor on the board of directors for a private equity firm.

SUCCESS STORY

As Corporate CIO at RTX, I spearheaded the development of Enterprise Intelligent Automations (EIA) for the company. This program enables business process optimization, digitization, and value creation through Intelligent Automation. The technologies have successfully delivered 400+ automations representing over 2 million productivity hours and a \$200M+ dollar value. The program uses Machine Learning, robotic process automation and generative artificial intelligence technologies to enable processes across nearly every operational function within the business. In finance alone, some of the automations include autonomous financial close, data self-healing, predictive forecasting and spend optimization.



**Bala
Subramanian**

Chief Digital & Technology
Officer, UPS



Bala Subramanian serves as Executive Vice President (EVP) and Chief Digital and Technology Officer at UPS. As a member of the Executive Leadership Team, he is responsible for leading the company’s digital transformation to enhance customer and employee experiences, build digital fluency and improve organizational agility. He drives the overall strategy, design, development and execution of UPS’s technology and industrial engineering functions.

SUCCESS STORY

UPS has strengthened its network capabilities enormously by implementing & creating new technologies for the benefit of our customers & employees. AI and automation improve the employee experience, reducing repetitive tasks and physical stress while promoting safety – Pick-and-place technologies for sorting small packages, Robotic unloading technologies to ease unloading trailers, and Autonomous guided vehicles that efficiently move small packages and irregular-sized shipments through UPS facilities. Recent milestones include opening of UPS’s first India Technology Centre in Chennai, Generative AI, and advancing our Smart Package Smart Facility project, which tags and allows precise tracking in real-time.

CONGRATULATIONS BOB ROSEN

CHIEF INFORMATION OFFICER

DALLAS CIO OF THE YEAR ORBIE AWARD FINALIST



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Children's Health™ congratulates all the 2023 Dallas CIO ORBIE Award finalists, including our very own Senior Vice President and Chief Information Officer, Chris Akeroyd. Thank you for making life better for children by leading the way in health care technology.

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children'shealth



The University of North Texas System
congratulates Juan F. Serrano
on his nomination as
2024 Dallas CIO
ORBIE Awards finalist.

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Ajit Jagtap

CIO, MODE Global



Ajit Jagtap is a transformation executive operating at the intersection of business, IT, and digital. For more than twenty years, Ajit has partnered with senior leadership teams across industries and geographies to define data-driven strategies, prioritize investments, and drive enterprise-wide digital transformations to optimize customer experience, grow revenue, and reduce costs. He has a record of building, leading, and retaining high performing teams through complex change management initiatives while building a diverse and inclusive culture.

SUCCESS STORY

In the past year, we embarked on a journey to transform our organizational culture by revolutionizing IT collaboration with business stakeholders. By adopting principles that led to optimized processes, enhanced visibility, and greater transparency; we achieved increased throughput and operational efficiency. Our focus on innovation, revenue generation, cost reduction, and data-driven decisioning fueled our success. Despite the complexities involved, we successfully transitioned back-office functions to a proprietary platform, consolidating operations, standardizing processes, and elevating customer service for our stakeholders, all while merging over \$3.5B+ in revenue. These transformative changes and successes achieved will have lasting impact on the organization's culture.



Sameer Purao

SVP & CIO, Celanese



Sameer Purao is SVP & Chief Information Officer at Celanese. Sameer has 28+ years of global leadership experience across several industries including Manufacturing, Engineering and Construction. Prior to Celanese, Sameer worked in a variety of executive IT positions with large, global organizations leading digital transformation, M&As, organization change management and cybersecurity. Sameer is a recipient of "Most Powerful Business Leader in Dallas" in 2022. Sameer is currently serving on the board at Knutson Construction.

SUCCESS STORY

Over the past three years, IT has been a strategic business partner in organically driving business value in parallel to integrating large complex M&As while maintaining cyber safe environment. Enterprise change management & adopting culture of change has been key components of success. Though evolving technology, process & data have enabled transformation, it is eventually people, working as One Team, who generate business value. This is just a beginning, and I am super excited to see several upcoming leaders grow within IT providing a secure foundation for future Digital Celanese.



Bob Rosen

CIO, ARCOSA, Inc.



Robert has a demonstrated track record of successfully leading teams that deliver measurable improvements to industry-leading global enterprises through the development and implementation of information management and decision support solutions. He has an extensive track record leading acquisitions and divestitures. As an IT leader, Robert continues to be a mentor and coach to a wide array of teams and individuals and thrives in a fast moving, collaborative environment.

SUCCESS STORY

As fellow CIOs can relate, the role requires a wide variety of skills and activities, from participating with C-level peers in strategic discussions on business direction, leading and managing both internal and third-party teams to delving deep into technical issues. The list goes on. When the opportunity arose to express my interest in taking on the CIO role (for the first time) I knew there were significant risks involved including outright failure. Yet, here we are today, a successful company with significant growth ahead of us. It is clear my success would not have been possible without my team.



Diane Schwarz

VP & CIO, Johnson Controls



Diane Schwarz is CIO of Johnson Controls, the global leader in smart, healthy and sustainable buildings, leading a business-aligned technology organization. She executes an enterprise-wide strategy ensuring a strong digital core for Johnson Controls to scale and achieve its global growth objectives. She is a board member of non-profit organizations: NPower, creating pathways to economic prosperity by launching digital careers for military veterans and young adults from underserved communities and T200, elevating women in technology.

SUCCESS STORY

Diane has revolutionized the IT organization in her 3 year tenure, transforming IT into a high-performing and value-driven team. Under her leadership, the Senior Leadership Team aligns resources with growth strategies, increases service delivery resiliency and leveraging a comprehensive talent pipeline. She focuses on business relationship management, leading digital transformation strategies to achieve enterprise business processes executed on common tech platforms.

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Chris Akeroyd

SVP & CIO,
Children's Health



Chris Akeroyd serves as the Senior Vice President and Chief Information Officer (CIO), responsible for leading all facets of the Information Services groups, overseeing critical areas such as Digital Strategy, Analytics, Innovation, Cybersecurity, and Healthcare Technology Management.

SUCCESS STORY

The Children's Health Information Services team is dedicated to making a daily impact on our mission of 'Making Life Better for Children' by prioritizing and executing at the intersection of technology and business value. The IS team promotes innovation and improved clinical outcomes through digital health pursuits. These include clinically integrated GenAI technologies designed to streamline patient care, the development of state-of-the-art patient room technologies, and mobile technologies that lead the healthcare industry. Overall our team delivers top-decile digital health solutions across our 55 specialties and sub-specialties, supporting our reputation as one of the top children's hospitals in the country.



Jeff Koehn

CTO, Magellan Health



Jeff Koehn has been the Chief Technology Officer at Magellan Health since June 2021. With over 25 years of experience, Jeff has a proven track record of leading organizations through technology. Previously, he was VP of Infrastructure and Engineering at Conifer Health Solutions and also developed solutions for enterprise healthcare clients of Dell Services and Perot Systems. He holds a B.S. in Industrial Engineering from Texas A&M University and resides in Dallas with his family.

SUCCESS STORY

I am honored as an ORBIE Award finalist and share this achievement with the entire Magellan Technologies organization. Since joining in 2021, I spearheaded a transformative overhaul of IT Operations. Our teams have introduced automation, minimizing downtime, and enhancing issue resolution. These initiatives led to a substantial drop in major incidents, achieving vulnerability remediation SLAs aligned with industry standards. Strategic process enhancements, staff development, a culture of continuous improvement, and a security-centric approach position Magellan Technologies at the forefront of our mission to enhance mental health and overall well-being for our valued customers.



Theresa Meadows

SVP, Chief Digital &
Information Officer, Cook
Children's Health Care System



Theresa Meadows is the SVP & Chief Digital & Information Officer at Cook Children's. Cook Children's is a national award-winning, not-for-profit, integrated pediatric health care system comprised of nine companies. Meadows was recognized as 2022 CHIME CIO of the Year. She leads a team of 450+ members through digital transformation initiatives. Her team supports 160 project initiatives that include deploying artificial intelligence & analytics, advanced clinical systems, cybersecurity and enhancing digital experience for patients, employees and clinical staff.

SUCCESS STORY

My team has many significant accomplishments. In January 2023, we opened a new hospital. This facility is our digital flagship with a goal for technology to impact on patient outcomes. This hospital showcase's how our digital front door and our in-person experiences intersect. Patients and families can interact with our caregivers via mobile devices and in-room technology. This allows access to providers regardless of location. We developed a digital footwall, a mash-up of 6 existing pieces of software into a single pane of glass. This allows for better communication with the family and patient to improve our patient satisfaction score.



Melissa Pint

Chief Digital Information Officer,
Frontier Communications



Melissa is Executive Vice President and Chief Digital Information Officer for Frontier Communications, where she leads the company's digital transformation. She is responsible for digital operations and architecture, enterprise technology architecture, cyber security, automating business processes and enhancing customer engagement initiatives. Melissa has more than two decades of experience spanning leading technology organizations at Fortune 500 companies including JCPenney, Target, and Cargill.

SUCCESS STORY

Since joining Frontier Communications two years ago I am most proud of the team's ability to shift from supporting a legacy telco to driving our transformation to a digital-first technology company. The team, with the help of our strategic global partners, has built over 50 new digital customer experiences, saved tens of millions of dollars through automation, reduced IT costs through innovation, improved our security posture and improved system stability. Most importantly, we have created a great environment where we raised our team engagement score, retain our best team members, and attract new talent from interns to skilled experienced talent.



Dalia Powers

SVP, Data and Digital &
CIO, Humana



As Humana's CIO & SVP of Digital and Digital, Dalia serves in an enterprise-wide capacity. Dalia has progressive leadership experience across Healthcare, Commercial Real Estate, Financial Services and Technology industries, coupled with her strong track record of leading technology and digital transformations with demonstrated ability in leading high-performing teams. Dalia joined Humana in 2020 with prior experience as CIO, CDTO and CTO at CBRE, USAA and Capital One also leading the Cloud Management Group at Dell/EMC.

SUCCESS STORY

The impact we have on people and teams we lead will always be the standard by which I measure my greatest successes. I was honored to bring together teams from different parts of Humana and drive their integration to produce a high performing organization that's having major impact on Humana at large. The culture created and the innovation we are driving is providing exceptional business value, all while enabling the team to reach the highest Associate Engagement Score across the enterprise. The real magic occurs when you empower talented, highly engaged teams where people feel trusted and valued.



Chris Tyler

CIO, Globe Life



Chris currently serves as the CIO of Globe Life Insurance. Previously, Chris was the CIO of Magellan Health where he successfully led its technology transformation that enabled their \$2.2bn acquisition by Centene. Prior to Magellan, he was the founding CIO of Conifer Health Solutions and led its growth from a startup to a \$1.6bn company over 10 years. His previous 13 years were with Perot Systems Corporation, serving Tenet Healthcare for over a decade.

SUCCESS STORY

Successfully transforming the way Globe Life operates and delivers technology into a value-driven IT operating model and seeing its quantifiable results in our operations has been the most rewarding experience of my career. The Globe Life business strategy and operating model have produced predictable growth and shareholder value for decades. As with most insurance companies, legacy technology modernization has been a key focus for Globe Life. By eradicating modernization from our vernacular and shifting our focus to technology enabled business transformation, we have established a strategic plan and operating model that will ensure that success continues for decades to come.

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winners and nominees.

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Brandon Brown

VP & CTO,
Vital Energy



Brandon Brown, a technical visionary leader at Vital Energy, excels in driving substantial revenue growth through innovative digital strategies. He holds an MBA from Pepperdine University and a Bachelor's from Northeastern State University. His leadership has transformed business capabilities, significantly enhancing operational efficiency. Actively contributing to his community, Brandon serves on boards including the Oklahoma Center for Non-Profits and the Food Bank of Oklahoma, embodying a commitment to both corporate excellence and social responsibility.

SUCCESS STORY

In these exhilarating times of digital transformation, my role at Vital Energy is about leading an exceptional IT and Digital team, as we pivot our company into a forefront digital enterprise in the Oil and Gas industry. Acknowledging that the future belongs to those who embrace digital innovation, we collectively harnessed technology, redefining industry norms. Our collaborative efforts in integrating AI and ML have significantly enhanced operations and increased revenue by \$70 million annually. I am immensely proud to lead such a talented team, shaping a future where technology, team-driven innovation, and sustainable progress drive societal and business advancements.



Jennifer Greer-Glanville

CIO, Legends



Jennifer Greer-Glanville is the CIO of Legends where she leads the strategic direction & management of the technology team, including Enterprise Architecture, IT Security/Compliance, Infrastructure, Workplace Technologies & Venue Technologies. Jennifer is a versatile & proven leader in applying technology to business problems, with a highly respected career arc helping to transform multibillion dollar corporations. Prior to joining Legends, Jennifer was CIO of ClubCorp, VP of IT at Sysco & held IT leadership positions at Cadbury & Accenture.

SUCCESS STORY

Legends IT thrives in an environment that is ever changing, rapidly growing, and demanding. We strive to deliver "white glove" service to our clients, offering a product-agnostic approach, to deliver technology solutions that drive efficiency and improve the customer experience. Our clients represent some of the most prominent brands in sports and entertainment, but our ultimate customer is the fan! Knowing that the technology we bring to our clients, both in their venues or online, directly impacts the fan experience, makes everything worth it!



Mac Marlow

CIO, Southwestern Health Resources



Mac Marlow leads Southwestern Health Resources Technology, leveraging more than 25 years of healthcare IT and analytics experience. SWHR, a partnership between Texas Health Resources and UT Southwestern Medical Center, exists to improve healthcare quality and costs through value-based care for the Dallas Fort Worth metroplex. He earned his undergraduate degree from Virginia Tech and his MBA from Averett University. He is a certified healthcare chief information officer (CHCIO) and project management professional (PMP).

SUCCESS STORY

In 2021, on the heels of Covid19, my wife and I packed up our Virginia family bound for Dallas, Texas. Having established an Accountable Care Organization in 2012 and hoping to make a difference in the lives of others, I willingly accepted the CIO position at Southwestern Health Resources. I quickly realized I knew far too little about value-based healthcare. Listening and learning became my focus. Leveraging my extensive IT background and countless hours of beating on my leadership craft, the technology division soon transformed from a humble beginning into an execution powerhouse, with a stellar reputation for service excellence.



Tracy Mozena

CIO, Atlantic Aviation



With more than 20 years of transformative leadership in technology, Tracy Mozena is the CIO at Atlantic Aviation. She has consistently delivered cutting-edge solutions that align with business objectives. A visionary leader, Tracy has successfully overseen complex cross functional initiatives, demonstrating a unique blend of strategic insight, effective team management, and business acumen throughout her distinguished career across multiple industries.

SUCCESS STORY

Implemented an infrastructure modernization program across all locations that laid the foundation to support 50% growth in number of locations after company sale. Subsequently, led the integration of 35 new locations into the network and sunset redundant systems meeting cost savings objectives in less than 2 years. Implemented new platforms and functionality to support new owner objectives for rapid growth in HR, Finance and Security. Improved cybersecurity posture by winning investment for next generation backup solution, asset management automation, and business continuity objectives.



Juan Serrano

Vice Chancellor & CIO,
University of North Texas System



Juan Serrano is CIO for University of North Texas System, providing vision and leadership for developing and implementing IT strategies and initiatives for all UNT System member institutions. Prior to UNT System, Juan spent 11 years as CIO at Air Medical Group Holdings, a \$1.4 billion air medical service provider, and over 7 years at American Airlines leading key customer-facing technology initiatives. He holds a bachelor's degree from Notre Dame and an MBA from SMU.

SUCCESS STORY

After a successful career at American Airlines dealing with very large, complex and multinational business imperatives, I joined an up-and-coming air medical company with very aggressive growth goals. I was able to quickly transform the IT organization into an agile, highly reliable workgroup with defined service levels, revamped skillsets, and incorporated key new technologies to help advance business operations. I gained invaluable experience in the M&A space by directly leading the integration of 20 companies acquired during my tenure ranging in size and complexity. This would prove to be one of the most challenging yet rewarding times in my career.



Michael Youngs

VP IT ,
DFW International Airport



Michael Youngs is the Vice President of Information Technology Systems at Dallas Ft Worth International Airport. In this capacity, he provides business and customer-focused technology leadership for the continued development of an innovative, robust, and secure technology program supporting the complex business and operational needs of DFW International Airport. Prior to joining DFW, Youngs spent 25 years in information technology roles. Mr. Youngs holds a Master's Degree in Geographic Information Systems from Michigan State University.

SUCCESS STORY

The most significant achievement during my tenure was the transformation of the DFW IT Department into a highly engaged workforce. When I joined DFW, the department was grappling with challenges following multiple changes in leadership, negatively impacting morale and the perception of the ITS Department within the organization. Transformation took several years and was accomplished by rewarding high-performing team members, recruiting new talent, and providing recognition for teamwork and results. This transformation stands as a testament to the dedication and hard work of the entire DFW ITS team, and I am incredibly proud of what we have achieved together.



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Chris Andrews

CIO, Unleashed Brands



Chris holds a bachelor's degree from TWU as well as a Master's in Professional Accounting from UTA. Chris started his career with his family's Dallas based IT outsourcing company before transitioning to Big 4 consulting and then transitioning into the world of Franchising. Chris approaches tough technical and operational situations with a strong analytical and pragmatic approach anchored in his servant leadership style.

SUCCESS STORY

My team has been able to merge systems and data from 6 different brands in a matter of months. Upon migrating their data we were able to provide them insights into their business that they never had before. We not only impacted the Brand's corporate team but their Franchise base as well.



Renee Galitis

EVP & CIO,
Triumph Financial



Renee Galitis is the Executive Vice President and Chief Information Officer of Triumph Financial, Inc. where she's responsible for executing the information technology (IT) strategy for the Triumph enterprise, driving innovation and operational excellence for the company. She provides direction and oversight for the IT and information security teams, leading existing and emerging technology initiatives. Renee previously served as EVP, Chief Information Officer with Caliber Home Loans. Prior, she was the CTO of Black Knight.

SUCCESS STORY

Renee has brought technology transformation to the forefront of Triumph and focuses on business outcomes through technology enablement, with an emphasis on investment in AI this year. This has helped Triumph improve its operations, increase customer satisfaction and reduce costs. Renee's team has increased by >50% - a testament to its efficiency and profitability. Team bi-weekly stand-ups are a norm to call out successful projects – leading to strong employee engagement and sense of accomplishment. Renee is an Executive member of the CEO Council on Diversity and Inclusion at Triumph Financial and is regularly invited to participate in Advisory Councils.



Michael Minks

CIO, BayMark
Health Services



Michael Minks is technology leader with 30 years of technology experience, 24 of which were in healthcare IT. Mike has managed teams from all spectrums of Information Technology from infrastructure to IT Business Office support with a specialty in IT Service Management and Service Optimization.

SUCCESS STORY

When I first arrived at BayMark, I heard "IT is a significant problem". In the past year, we focused on building relationships with our care teams and operations leaders and have published transparent KPI's and project status updates so the business knows where things are. In meeting with senior leaders, we now hear "IT is our partner" more frequently and our technology systems are no longer inhibiting productivity in the clinic.



David Roberts

CIO, Cicis Pizza
Enterprises



David Roberts is the Chief Information Officer of Cicis Enterprises which operates 280+ Cicis Pizza Restaurants and JMC Restaurant Distribution. David leads all digital and technical functions within the company. He has over 25 years of experience with a focus on DevOps, Architecture, Infrastructure and Operations. David is a graduate of the University of Oklahoma and is married with two sons. In his free time, he enjoys master's swimming, golf and spending time with family.

SUCCESS STORY

Cicis Pizza and JMC Distribution have gone through a digital transformation over the last 16 months achieving three-year goals within this time and seeing double-digit sales growth. Our team has done a full migration of our corporate and network infrastructure, while ensuring our safety and security are top of the line through MFA, SSO and a new Security Awareness platform. We rolled out a unified Restaurant POS system to all 280 Cicis Pizza locations and launched a completely new Cicis.com website. We are launching a new ERP system and have introduced AI through RPA (Robotics Process Automation) and document search.



Julius Smith

VP & CIO, Dallas Area
Rapid Transit (DART)



Julius Smith, a former CISO, is the Vice President and CIO for the Dallas Area Rapid Transit. He oversees DART's technology systems' leadership and strategic direction and identifies opportunities to support the Agency's expansive transit services. He serves on the Tech CxO Excellence Program Advisory Board, building the next generation of C-Level Tech Executives. Before joining DART, he served in senior roles in the Department of Defense. He earned a PhD from Regent University.

SUCCESS STORY

DART serves by providing essential mobility services of 42.7 million annual passenger trips, stakeholders, and communities. Serving as CIO, I am dedicated to DART's mission to serve the region with reliable and safe mobility options for our riders that enhance the quality of life and stimulate economic development. My team develops and deploys innovative digital solutions that improve safety and security in our system, route tracking, and on-time performance by incorporating enhanced data analytics management, aiding leaders in decision-making and upgrading the technology infrastructure. It is a pleasure to serve with my team and an honor to represent DART.



Omar Soto

CIO, Safe Harbor Marinas



Omar Soto is a West Point Graduate and IT Executive with 20+ years of experience managing dynamic and complex IT cross-functional teams. He is now the Chief Information Officer of Safe Harbor Marinas as well as a Board Member for Palm Beach State College. Through the years he has acquired extensive experience in assessing, developing, and implementing strategies meant to stabilize embattled IT organizations, while building and streamlining global Business and IT operations.

SUCCESS STORY

When thinking of Safe Harbor Marinas team success over the years, four specific things come to mind, and none of it would have been possible without the team. The first being a complete department build out turnaround since 2021. With the complete department build out, we also had to build a total IT organization. In return this meant we had to turn our internally built software into a SaaS enabled software. With getting the foundation built internally, we were then able to move toward successfully implementing wi-fi network in over 62 sites and reaching SOX compliance with no deficiencies.



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**Mruna
Asoori**

CTO (fmr.), First Command
Financial Services



Mruna started her journey as an entry-level database engineer. Over the past two decades, she has evolved into a highly effective strategic, yet humble IT executive leader, achieving results through collaboration and forward thinking. Her expertise encompasses diverse industries like Financial Services, Retail, Manufacturing, and Healthcare, sprinkled with a dash of software engineering start-ups. In recent years, her primary focus has been spearheading transformation within organizations, focused solely on delivering exceptional customer experiences.

SUCCESS STORY

Building trust with business partners and customers amid pandemic-driven digitization marks a pivotal moment in my career, underscoring the authentic nature of organizational change and adaptation, which is crucial for genuine growth. In diverse leadership roles, I've led transformative initiatives across Data, Analytics, and Technology—encompassing Digital banking, Cloud, and Omnichannel customer experiences; beyond technology, nurturing effective, productive teams and fostering enduring connections with colleagues and customers is the most gratifying aspect. These accomplishments speak to the collaborative endeavors of my team and supportive leadership, who embraced my vision, providing me the opportunity to create a positive impact.



**Brim
Basom**

Managing Director,
Technology & Innovation,
Goosehead Insurance Agency



An experienced IT professional with 20 years across Banking, Finance, Healthcare, Insurance, and NGO sectors, specializing in leading digital transformations and managing significant IT projects. Expertise includes overseeing multimillion-dollar R&D initiatives, product development, and software architecture. Adept in cloud technologies and Agile methodologies, I'm recognized for strategic planning and driving ROI. Selected by Forbes as providing innovating solutions and leading teams toward achieving exceptional business outcomes.

SUCCESS STORY

Demonstrating strategic understanding and effective execution, our team successfully restructured a major vendor contract, achieving significant cost savings. This was accomplished by deeply understanding the organization's essential needs and committing to financial prudence. At the same time, we embarked on a major revamp of our technology division. This involved bringing on board a significant number of skilled professionals enhancing the strength and diversity of our team. We have made strategic moves in the intellectual property domain, filing for a Technology Utility patent. This is a strategic step towards maintaining a competitive edge in our industry establishing our reputation as innovators.



**Chris
Chiancone**

CIO, City of Carrollton



As Chief Information Officer at City of Carrollton, I possess over 25 years of experience in driving business-centric technology solutions. My leadership focuses on strategic implementation of technological changes, leveraging AI expertise to enhance operations and digital experiences. I am committed to innovation and teamwork, having transformed IT landscapes and managed significant budgets. My role emphasizes collaborative strategy, fostering a culture that champions innovation and efficiency in government and business sectors.

SUCCESS STORY

As the Chief Information Officer, I authored "Smart Government," a testament to our dedication to innovative, effective public service. A pivotal success under my leadership was rebuilding community trust following a 2020 cyber attack. We not only enhanced our cybersecurity measures but also transparently communicated our recovery efforts, restoring public confidence. Additionally, my staff and I tackled staff churn, stabilizing our workforce through strategic hiring and fostering a culture of growth and respect. These achievements highlight our commitment to resilience, transparency, and excellence in serving our community, marking a significant chapter in our journey towards smart, secure, and trusted governance.



**Ransom
Horne**

CIO, Colonial Savings F.A.



I am currently serving as CIO and SVP for Colonial Savings. Colonial is a Fort Worth based mid-market bank, providing commercial and retail banking, mortgage origination, and loan servicing. Prior to Colonial Savings, I served as Managing Director for Compass Equity Partners and as CIO for the CIS Group portfolio of companies. Previous to my work at Compass Equity Partners, I served as CIO for Elbit Systems of America (ESA), a global defense electronics manufacturer.

SUCCESS STORY

Prior to me Colonial, they had started a new LOS implementation. The project had no chance of success. I had to make the tough call to cancel the project. After making a significant investment in a failed project, I had to ensure failure did not repeat itself. This meant that I had to lead difficult discussions with the leadership team to address leadership, culture and change management challenges within the organization. This led to a new way of managing change in the organization and ultimately to a successful implementation of a new LOS platform with a \$6 million ROI.



**Swarna
Murugan**

SVP & CIO,
AdvoCare International



Swarna Murugan serves as Senior Vice President and Chief Information Officer for AdvoCare. She fosters diversity, inclusion, and teamwork, exceeding all goals set before her. Swarna is a customer and quality-focused dynamic leader with expertise in increasing productivity by providing cross-functional leadership. Her 20-year tenure at AdvoCare has encompassed a complete digital transformation for the company and incredible growth for her team.

SUCCESS STORY

Swimming upstream is often impossible. Swarna swims upstream and makes it look easy. Four years ago, she designed and implemented a complete redesign of a legacy technology model to help achieve a business model change. With incredible insight and knowledge about the future of e-commerce, she created a path forward for AdvoCare to attract and retain new customers through technology. Her ability to build and lead a communicative, diverse team has resulted in new ideas and initiatives that will continue to drive AdvoCare's growth with a solid foundation in place.



**Bhargav
Shah**

Chief Product & Technology
Officer, Health E-commerce



Bhargav is a Product and Technology executive with 20+ years of experience spanning Retail, Supply Chain, and Life Sciences industries. He has worked in consulting as well as corporate roles over his career. Before joining Health-E Commerce, Bhargav served as CTO for One Technologies. Prior to that he has served as CIO / CTO at Pier 1 Imports, IntegraCore, and Overstock.com. Bhargav holds an MBA from Bentley University and bachelor's degree in engineering from Mumbai University.

SUCCESS STORY

While there are several key accomplishments that my team has achieved in the last 12-18 months, one accomplishment stands out the most - Third Party Benefits Administrator (TPA) Integrations. This "patent-pending" technology solution enables a participant who is logged into their TPA portal (typically to check their FSA or HSA balance) to click on a Banner which sends them to FSASore.com or HSASore.com, and upon their consent, links their FSA/HSA account(s) with us such that they can see their Account Balance in real-time, and enables seamless shopping experience without ever entering or needing their FSA/HSA card.



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Cicis® Pizza is proud to recognize **DAVID ROBERTS** as a key member of the executive leadership team and an outstanding CIO. He has developed a **COMPREHENSIVE IT STRATEGY** that has delivered value across our business, while always “**DOING WHATEVER IT TAKES**” to ensure our franchisees and internal corporate teams are supported. Congratulations on this well-deserved recognition and **THANK YOU FOR YOUR LEADERSHIP.**



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