



2023

# FLORIDA ORBIE® AWARDS

ORLANDO  
BUSINESS JOURNAL



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The annual Florida ORBIE® Awards program honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Global, Large Enterprise, Enterprise, Corporate, & Nonprofit/Public Sector categories will be announced February 17 at JW Marriott Orlando Bonnet Creek Resort & Spa.

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<b>BRIAN BOBO</b> Greenway Health	<b>LAURIE DOUGLAS</b> Publix Supermarkets	<b>MATTHEW HALL</b> University of Central FL	<b>RAMIN KOUZEHKANANI</b> Hillsborough County	<b>PANKAJ KUMAR</b> FIS Global	<b>MARK TREDNICK</b> Haskell Co
<b>CARRIE BUSBEE</b> Core & Main	<b>RICK DREILING</b> Bealls, Inc.	<b>SHAWN HARRS</b> Ygrene	<b>CRAIG PICHANICK</b> Ventra Health	<b>ONKAR KUMAR</b> Orchid Insurance	<b>BRAD WALTON</b> Crowley
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	<b>JIM FAULKNER</b> City of Mount Dora	<b>SHARON HART</b> Acosta Sales & Marketing	<b>TIM RIEK</b> AVI-SPL		<b>MAY YAP</b> Jabil

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## 2023 ORBIE AWARDS



## FROM THE CHAIR

## Leadership makes the impossible possible

Technology is everywhere in our lives, and when it doesn't work, we notice. For nearly twenty-five years, the Inspire Leadership Network has helped CIOs succeed in today's most challenging C-suite executive role. FloridaCIO members grow their leadership through year-round, member-led programs and interaction. Working together, CIOs across public and private business, government, education, healthcare and nonprofit organizations collaborate, share ideas and best practices, and create enormous leadership value. The ORBIE Awards bring together leaders facing similar challenges – and this year – the Inspire Leadership Network will grow to 30 chapters, including the first international chapter in Toronto, and 3 chapters exclusively for Chief Information Security Officers. Security is top of mind for every leader and organization, and the same principles that have served CIOs can be applied to CISOs as well.

There is no textbook for how to be a great CIO or CISO. But relationships with other leaders facing similar challenges sharpen leadership acumen. Every leader's perspective is valuable and contributes to the conversation – and everyone wins by joining a peer leadership network.

Member-led, non-commercial programs build meaningful professional relationships with colleagues facing similar challenges, solving problems and avoiding pitfalls. Successful leaders understand the 'superpower' of trusted relationships. In any gathering of technology leaders, the answer is in the room.

Together, we are transforming our economy using technology & security, and enriching our region and our world. On behalf of FloridaCIO, congratulations to the nominees and finalists on their accomplishments and thank you to the sponsors, underwriters, and staff who make the ORBIE Awards possible.



Sincerely

**Mike Schmidt**

2023 Chair, FloridaCIO  
CIO, Audit & Assurance, Deloitte

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## 2023 ORBIE AWARDS

## 2023 KEYNOTE

# Laurie Douglas

Senior VP, CIO and CDO | Publix Super Markets



## ORBIE Leadership Award recipient and Publix CIO shares strategies for navigating change at scale

By The Business Journals Content Studio

When Laurie Douglas started her career, her initial focus was on operations and finance. Yet, technology quickly became an integral part of her work. She dove into the field and has never looked back.

Today, Douglas is senior vice president, chief information officer and chief digital officer of Lakeland-based Publix Super Markets Inc., one of the nation's largest supermarket chains and the largest employee-owned company in the country. She joined the company in 2006 after serving as senior vice president and chief information officer at FedEx Kinko's Office and Print Center Inc.

"I joined Publix IT at an ideal time," she said. "The team had recently embarked on a transformation initiative to migrate from decentralized systems to web-based centralized enterprise applications for mission-critical processes. I was excited to participate in this significant effort that would position Publix for continued growth, improve our competitive position, drive operational efficiencies and generate a positive ROI."

Douglas is receiving the Leadership Award in the 2023 Florida CIO of the Year ORBIE Awards, recognizing her achievements and contributions to the industry. She is also the event's keynote speaker.

Part of her message to the next generation of technology leaders is to prioritize and stay focused on what matters most. "As a supermarket retailer, that means enhancing the customer experience and simplifying the associate's work experience, while generating a positive ROI," she said. "Recognize and appreciate the opportunities that you have and make the most of them. Embrace the journey; it goes by far too quickly."

Ahead of the event, Douglas shared her perspective on the continuing evolution of information technology. The interview has been edited and condensed for clarity.

### Where is Publix today in its digital transformation process? What are the next steps?

At Publix, we refer to the digital transformation process as IT modernization. Like many companies, we have been actively modernizing our technology platforms, tools and methodologies for several years. We have made significant progress in advancing consumer digital solutions to meet our customers wherever they are, in-store or online.

We are also replacing legacy enterprise systems with new solutions that leverage modern computing platforms and development techniques. We are pleased with our progress over the past couple of years.

With the unprecedented pace of technology change, we will continue to evolve to ensure our relevance and take advantage of the proven benefits of new technology, such as enabling enhanced convenience, increased productivity, reduced operating costs, and increasing our speed and agility in delivering new IT capabilities.

### What unique challenges have you faced as a CIO in the retail industry?

The grocery retail industry is a complex, low-margin business. We strive to make sure every dollar we invest counts. That's why we run our IT department as a business. Our decisions are influenced by more than critical technology factors such as features and functions, usability, reliability, availability, scalability and security. We also routinely seek ways to deliver high-quality solutions in the most cost-effective manner possible. We instill this discipline across our organization, so there is shared responsibility in managing costs and financial returns. Another unique challenge CIOs in large retail organizations face is managing the complexity driven by the size, scale and scope of large enterprises. At Publix, we strategically leverage technology to address the inherent complexity that comes with being a large omnichannel food and pharmacy retailer. We apply technology to optimize our mission-critical business processes, including merchandising, supply chain, store and pharmacy operations and online order fulfillment, as examples. I truly appreciate being part of a high-performing team that I can always count on to serve our customers and associates regardless of the circumstance. I am also inspired by our team's perseverance, agility and passion for excellence. Change management is also a top priority when introducing technology to our more than 240,000 associates who work across our many locations. We carefully plan and coordinate training, pilots and rollouts to ensure technology is well-adopted to achieve targeted business results from new technology solutions. What has really kept me in technology at Publix is the amazing team of professionals I have the privilege of working alongside of. It's their dedication to delivering premier customer service and the camaraderie of our team that makes Publix IT a great place to work.

### How have you approached workforce development in today's challenging labor market?

We've had to adapt quickly, in a fiscally responsible manner, to ensure we could meet our hiring and staffing goals to deliver on annual commitments to our business partners. We applied creativity and resourcefulness to formulate a practical approach to address the tech talent market challenges. We ensured alignment with current tech market expectations, such as flexibility for work/life balance. We expanded our hiring geography to reach more candidates. We augmented our campus recruiting efforts and our summer intern program to attract more entry-level candidates. We also placed a heightened emphasis on the Publix technology career value proposition to make sure candidates and associates are well-informed of the compelling career opportunities Publix has to offer.

### How has the role of the CIO evolved over the past few years? What do you expect it to look like a few years from now?

The CIO role has evolved beyond the traditional objectives to provide reliable, available, scalable and secure systems and to deliver high-quality solutions aligned with business priorities. Today, CIOs are more closely connected to the customer and frontline associates. CIOs facilitate sales through online commerce and digital payments and increase associate efficiency with mobile apps for operational tasks, for example.

The CIO has a shared responsibility with all senior business leaders to achieve top-line growth goals, increase labor productivity and achieve other operating efficiencies to meet profitability objectives. I expect CIOs will continue to be key members of company leadership teams as technology becomes even more critical to achieving strategic objectives and financial goals.

### Why is it important for organizations to have technology leaders in the C-suite?

The role of the CIO continues to evolve as technology becomes increasingly essential to support daily business operations, enable strategy, and innovate as appropriate, to excel in these changing and challenging times. In order to derive the best results from technology solutions, it's essential that technology leaders are included in strategic decisions from the start. Technology should not be an afterthought.

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# GLOBAL FINALISTS



2023  
ORBIE  
AWARDS

OVER \$1 BILLION ANNUAL REVENUE & MULTI-NATIONAL OPERATIONS



## Dwayne L. Allen

SVP & CTO  
Unisys



Dwayne Allen is SVP & CTO at Unisys, a global IT services company. He is responsible for global Solution Innovation and Architecture. Reporting to the CEO, he drives the identification of innovative technologies to provide new value to Unisys clients and their customers. He also has responsibility for Intellectual Property and Patents as well as Architecture and Standards for the company. As a Digital & IT thought leader, he has deep experience in multiple industries including Manufacturing, Financial Services, IT Services, Healthcare and Hospitality.

### SUCCESS STORY

My greatest success has been to have an impact in two areas. First as the CTO leading Innovation, Solution Architecture, IP & Patents, and processes enhance the value our solutions deliver to clients. Second as a business leader on the CEO's team, leveraging my industry experience and enterprise view, to play a prominent role in business strategy, investments, and coordinating client account processes, including executive sponsorship for key accounts and for cross-BU practices to influence sales and margin. I have also been on sales pitches to clients. This is also reflective the Unisys culture where I've been able to thrive.



## Pete Carrara

CIO  
Black Knight, Inc.



Pete Carrara is the Chief Information Officer (CIO) for Black Knight, Inc. (NYSE:B-KI), a premier provider of software and data and analytics to the mortgage and consumer loan, real estate and capital markets verticals. In this role, he leads Black Knight's Technology, Infrastructure and Operations group, where he has the overall responsibility for managing the organization's technology infrastructure planning and deployment in support of Black Knight and its clients.

Pete is a proven leader with more than 30 years of IT experience and over 20 of those years in technology leadership roles.

### SUCCESS STORY

After moving from NY to FL after 30 years, I met a team that I enjoyed & wanted to continue with. The challenges: setting the strategy & executing it with the same folks that I inherited. However, that's exactly what we did and exceeded expectations. We leveled off costs, reduced MTTR by over 70%, increased FTE productivity by more than 10% through automation, strengthened our relationships with the businesses through proper alignment & have much more planned for the next 3 years! I consider this a great accomplishment because I achieved this success with my new inherited team, and without my NY network.



## Tano J Maenza

CIO  
National Air Cargo



Tano is an Executive Digital Transformation IT Leader with a strong Business Process, Quality & Design Engineering background. Passion & strengths lie with conceptualizing, building & leading new organizations. Main focus is formulating business strategies, building and leading operationally excellent organizations that can deliver significant business value.

Tano is currently the CIO of National Air Cargo which is a global cargo freight solution provider with a portfolio of supply chain services.

### SUCCESS STORY

Migration of the homegrown business operations onto a modern Azure Cloud platform. This effort includes rearchitecting the infrastructure, applications, containerization, developing new microservices, data analytics as well as deploying new DevSecOps processes and Agile software tool-chains for applications. Not only will we have transformed into a modern business platform for National, but we will have also transformed the National IT organization. This will be a pivotal moment in our company history and truly transformational for the entire National Air Cargo business. This is a strategic investment in our future that will have positive impacts for decades to come.



## Gray Nester

Executive Vice President & Chief Information Officer  
Brown & Brown Insurance



Gray Nester brings more than 25 years of innovation, operational excellence and information technology leadership to his role as chief information officer (CIO) and leader of the expanding Technology Solutions team. Gray and his highly collaborative team are focused on delivering world-class, business-aligned solutions to help solve complex business problems, focusing on simplifying the delivery of technology to the business and its insurance brokerage operations.

### SUCCESS STORY

I believe that our most significant accomplishment is the recruitment and development of the talented, diverse and dynamic Technology Solutions team we have built at Brown & Brown. Technology Solutions is a collaborative team of subject matter experts focused on delivering world-class, business-aligned solutions that add value and simplify the delivery of technology. We are passionate about building trust, transparency and authentic partnerships with our internal customers. We have a shared purpose focused on ensuring open communication and alignment with the business to add value and drive performance results, acting as a key differentiator for Brown & Brown in the marketplace.



## Bonnie K. Smith

CIO  
TD SYNEX



Bonnie K. Smith is the Chief Information Officer (CIO) of TD SYNEX, a Fortune 60 Technology Company. She is eminently qualified and ready to join a for-profit Board and bring three decades of Blue Chip experience across all spectrums of applications, digital, cyber and infrastructure. One of Bonnie's core strengths is demystifying technology to advise Executive Teams and Board on all topics from cybersecurity risk to IT strategy.

### SUCCESS STORY

While maybe cliché, my greatest accomplishment is bringing together disparate groups of people with disparate working styles to thread the needle on how to make the most forward progress, while keeping everyone in-line with the objectives. Sometimes that means three steps forward and one step back... but it has always created exemplary results. My diverse career experiences, including business strategy consulting, have equipped me to find patterns, try solutions, fail fast and regroup, and increase the comfort level of everyone involved. I credit my many mentors and sponsors over the years, and a very supportive family...and I thank them often! regroup, and increase the comfort level of everyone involved. I credit my many mentors and sponsors over the years, and a very supportive family...and I thank them often!



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# LARGE ENTERPRISE FINALISTS



2023  
ORBIE  
AWARDS

## OVER \$2 BILLION ANNUAL REVENUE



### Carrie Busbee

CIO  
Core & Main



Carrie Busbee is chief information officer of Core & Main, a leading distributor of waterworks and fire protection infrastructure products in the U.S. As information technology leader, Busbee clears the path for the use of technology as a strategic enabler for the company and its customers. Under her leadership, Core & Main's information technology department has focused on laying the groundwork to realize competitive advantages through technology advancements in industrial distribution. Her focus on technical infrastructure helped the company counter the disruption of COVID-19, jump-starting planned digital solutions that enabled business continuity for an essential workforce.

#### SUCCESS STORY

Carrie Busbee is an experienced technology executive with a successful track record of innovation and technology leadership. She is chief information officer for Core & Main, a leading U.S. specialized distributor of water, wastewater, storm drainage and fire protection products. Carrie leads a diverse technology group that plays a key role in modernizing tech, enabling new business, improving operating efficiency, and delivering innovative tools that serve customers and associates—all which enable Core & Main's growth strategy.



### Rick Coro

VP & CIO  
Landstar System, Inc.



Rick Coro is Vice President and Chief Information Officer for Landstar. He is responsible for all of Landstar's technology solutions, integrations and deployments that drive innovation throughout the company's network of independent agents, business capacity owners (BCOs) and employees. In this role, he is responsible for all aspects of Landstar's IT department, including oversight of all technology applications, business intelligence and analytics, systems and network infrastructure and management, IT architecture, and information security.

#### SUCCESS STORY

We transformed IT to improve the speed to market of new capabilities using three building blocks:

- 1) Redesigned the organization to improve flexibility, speed, and communication, and added new talent
- 2) Implemented new processes including Agile methodology. We now have 24 Agile teams. And we increased the amount of time IT spends on strategic projects from 31% in 2018 to 52% in 2022.
- 3) Implemented a technology strategy using a modular architecture with an operational data store with common data, an API integration layer, a cloud-first design using Microsoft Azure, and a common modern interface via portals and mobile apps.



### Sankha Ghosh

EVP & CIO  
AssuredPartners



Sankha Ghosh is a two-time finalist of the ORBIE CIO of the Year award, and the 2021 winner of the award. Sankha is a results driven leader with global, executive level expertise in driving business growth through technology transformation, enterprise data management/ analytics progression, digital technology innovation, cloud transformation, enterprise platform implementation, organizational design, team management and talent optimization for large public institutions and Private Equity backed companies.

#### SUCCESS STORY

Our business is undergoing a market driven transformation to create a national insurance brokerage firm through acquisition of mid-market insurance agencies/brokerages and organic growth. This is occurring while under an uncertain economic condition. IT is at the center of this transformation as our technology capabilities determine our competitiveness. My leadership, ability to build great teams while stabilizing technology platforms and at the same time transforming them has enabled a 3-year plan to be concluded in 18 months. During this period of change, the company completed 75 acquisitions, grew 44% and added \$700 MM in earnings power without any disruptions.



### Dan Shirk

SVP & CIO  
Masonite International



Daniel Shirk has served as Masonite's Senior Vice President and Chief Information Officer since January 2019. He joined Masonite from the ascena Retail Group where he served as Vice President, Information Systems and had responsibility for the Program Management Office, portfolio prioritization, project execution, enterprise architecture and integration applications. Prior to ascena Daniel held a number of Information Technology, Operations, and General Management leadership roles.

#### SUCCESS STORY

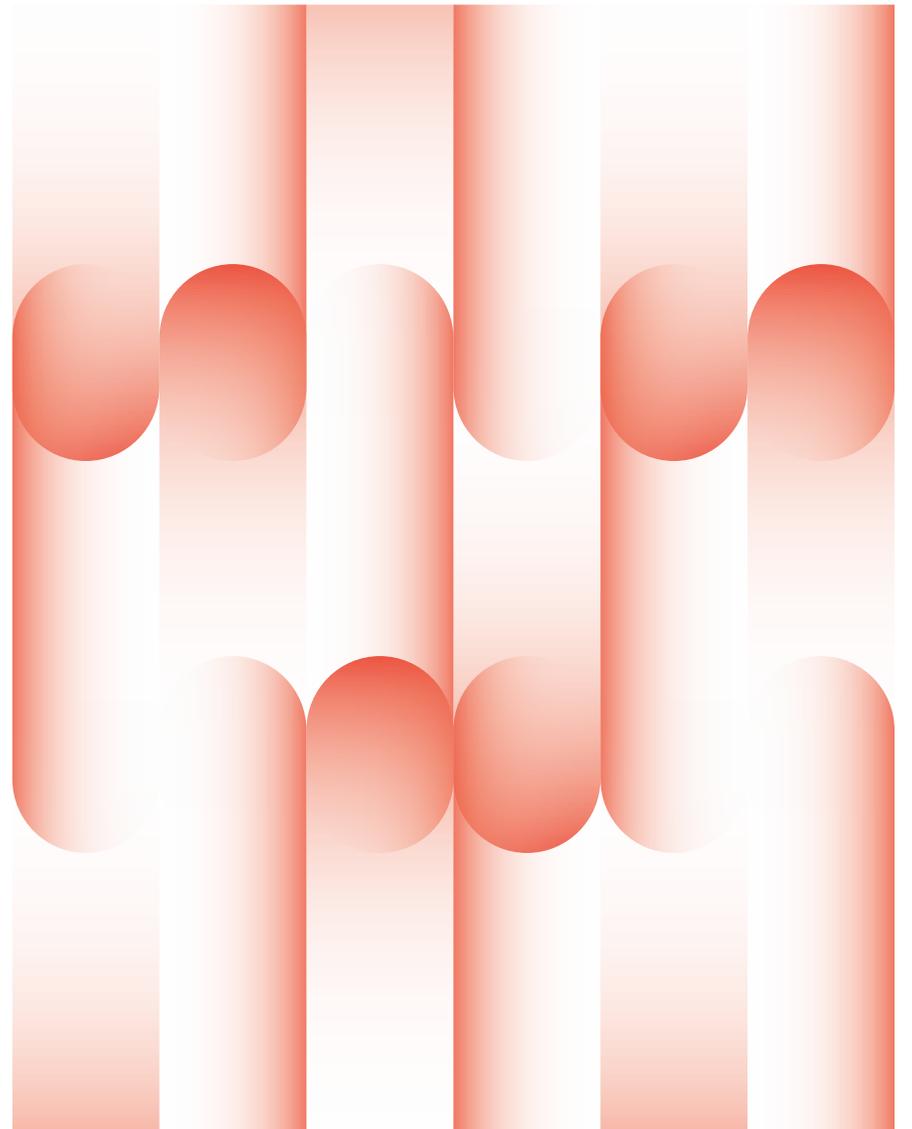
We have developed an IT strategy, roadmap and operating model which has helped deliver strong IT achievements. A few of those achievements are:

- Implemented a risk-based approach cyber security program which aligns with the business strategy.
- Evolved Masonite's Digital capabilities to establish an IoT framework and mobile application practice which enables Masonite's product innovation pipeline.
- Developed and matured a data and analytics function enabling the company to make data driven decisions to execute on their strategy.
- Created an IT Program Management Office to ensure projects are prioritized by the business and delivered on time, with quality.

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# ENTERPRISE FINALISTS



2023  
ORBIE  
AWARDS

## OVER \$400 MILLION ANNUAL REVENUE



### Lisa Cochran

CIO  
VyStar Credit Union



Lisa Cochran is the Chief Information Officer at VyStar Credit Union, where she is responsible for all aspects of digital, technology and information security for the 14th largest credit union in the United States, and 2nd largest credit union in Florida. Lisa has more than 28 years of experience at companies such as Humana, Softcard, Bank of America and Lockheed Martin. Prior to joining VyStar CU, Lisa was a Managing Director and the Chief Operations Officer for the Global Consumer Technology organization at Citi.

#### SUCCESS STORY

During the 18 months since I was hired, I've positioned the VyStar Credit Union IT organization to enable continued growth. I've established a sustainable operating model that has enabled that growth, including establishing operations in Georgia, and significant member expansion for our credit union. Transforming the infrastructure, redefining our engagement model, implementing organizational restructuring and improved processes, while leading people through significant change, in a new hybrid work environment, has been a rewarding accomplishment. I'm proud of my team and all they have done, and we continue to be recognized as one of the Best Places to Work in IT.



### Melissa Fulmore-Hardwick

CIO  
CSI Companies



Regarded as one of the First Coast's most prolific technology leaders, Melissa Fulmore-Hardwick has dedicated her more than 20-year career to merging innovative technology solutions with collaboration-based leadership. Her initiatives have skyrocketed operational efficiency, reduced the IT footprint and bridged exciting technologies with operational objectives. Melissa credits much of her success to the teams she has recruited and cultivated over the years. Powered by knowledge and ideas, these teams have been integral in the projects upon which Melissa has built her career from complex cloud strategies to groundbreaking Agile-based development initiatives.

#### SUCCESS STORY

I never saw myself as a CIO.... why, because I didn't know what it looked like. I went to school for Accounting and my first job was for a company in the midst of an ERP transformation. I raised my hand to be a SME in my business area and that changed the trajectory of my life. Because I experienced the pain of being a user, I knew how to help the business. I grew in leadership because I was never afraid to raise my hand to solve business problems. I can now say, "The future CIO looks like me!"



### Gowri Muthumalai

CIO  
Refresh Mental Health



Gowri Muthumalai is the Chief Information Officer for Refresh Mental Health. In this role, Gowri is responsible for creating operational efficiency through end-to-end Information Technology, Cyber Security, Digital Solutions, automation, analytics, and Support. He is a seasoned leader with over twenty years of IT Strategy, digital transformation, and management consulting experience. He was Vice President of Digital Transformation at Community Health Systems, responsible for consumer engagement technologies, Interoperability, Big Data analytics, application development, integration, and HIE (Health Information Exchange).

#### SUCCESS STORY

We have built a fantastic team that supports 370 locations across 36 states. We modernized the infrastructure, including Data & Voice, SDWAN, and cloud productivity solutions. We were moved from a decentralized model to a centralized shared services model to improve the quality of services and reduce costs. We introduced a digital presence to align with the organization's strategy to increase client experience and implemented data & analytics capabilities to optimize operations.



### Kay Redlich

CTO  
CNL Financial Group



I have been involved in technology for a period of 23 years, with the last 20 of these working for CNL in a variety of roles bringing innovation into business processes with the use of technology. This allows me to have a 360 degree view of the business, which has ultimately been instrumental at my success in my current role as CTO. As CTO, I lead the technology and strategic systems teams that drive improved efficiencies and synergies across CNL.

#### SUCCESS STORY

My greatest accomplishment was restructuring our department by removing walls between roles & allowing our team to collaborate & to support each other. This has promoted critical thinking & innovation bringing talent together & developing impactful solutions. Our main initiative is the complete overhaul of our network infrastructure. We have right-sized our environment with appliances, tools & software that is scalable & reliable while taking advantage of cloud-based solutions & in turn providing our organization with technology that has allowed us to continue to do business during extraordinary times. All this while dramatically reducing our footprint & our costs. I am incredibly proud of each of my team members & all contributions for continued success.

# CORPORATE FINALISTS



2023  
ORBIE  
AWARDS

## UP TO \$400 MILLION ANNUAL REVENUE



### Brian Bobo

CDO  
Greenway Health



As Chief Digital Officer, I am responsible for Greenway's IT organization, overseeing the cloud-based environments of thousands of clients as well as leading our digitization efforts and information security. Passionate about building teams and fostering collaboration, I am skilled at creating long-term cyber strategies. I have previous experience from the aviation, retail, manufacturing, and logistics industries, as well as from the military. Prior to joining Greenway, as CISO for Sun Country Airlines, I built the organization's IT security program. As a Brigadier General in the U.S. National Guard, I have led teams in overseas operations, including cyber activities.

#### SUCCESS STORY

Some of my recent highlights include building teams that self-sustain, exceed results, and are empowered. I've built the IT Security Program for Sun Country Airlines from the ground up. In Croatia, I helped a United States ally build its Cyber Defense capabilities and as Lieutenant Colonel, I deployed to Kuwait and led two camps that supported the Iraqi exit in 2011.



### Gary Flowers

CIO  
Year Up



Over 27 years of experience in the technology industry, Gary has focused on enabling business process and innovation from an Executive level vantage point, worked in both domestic and global organizations to drive increased profit and process efficiency. With a proven ability to establish, enhance and lead IT organizations and programs to achieve both set and stretch metrics such as improved effective processes, streamlined labor efficiencies, reduced costs and more customer-centric engagement.

#### SUCCESS STORY

The greatest accomplishment during my time at Year Up is the alignment of technology in supporting organizational goals. Year Up has a goal of serving 10x the number of young adults by 2030. The organization realizes that goal can only be accomplished by the inclusion of technology enablement. We have put together a 3 year technology roadmap (Foundation/Innovation/Transformation) to support the increased scale and are seeing the results of the work in year one already. We have two Bronze Webby's because of the work that we have done in centralized enrollment and matching young adults to internships.



### Jeff Lutes

EVP of Technology  
Orlando Magic



Jeff Lutes was promoted to executive vice president of technology in June of 2022. In this role, he oversees the information technology and broadcast technologies and services departments, which in turn are responsible for the technology strategy and execution for the Orlando Magic, Lakeland Magic, Magic Gaming, Orlando Solar Bears, and the Amway Center. Jeff Lutes oversees a team of 15+ professionals in the executive of tactical and strategic priorities for each of above-mentioned entities along with event time services and support.

#### SUCCESS STORY

The AdventHealth Training Center is a state-of-the-art facility designed to optimize player performance and provide worldclass recovery spaces. Player amenities include a sensory deprivation pod, altitude chamber, full-body cryotherapy/hydrotherapy offerings, a treadmill pool, hot / cold plunge pools, two full courts and two half courts and cutting-edge technologies. Per CEO Alex Martins, "The training center is going to create a competitive advantage for us, not just with the players that we have but also as we go through future free agent recruiting cycles. All players around the league want to be in the best facilities with the most modern technology."



### Craig Pichanick

CIO  
Ventra Health



My name is Craig Pichanick and I have lived in 3 countries: South Africa, Canada and the USA. I have been described as a relentless A Type who is as creative as he is passionate. I am an Executive Technology leader with over 25 years in IT, performing a wide array of technical solution roles encompassing senior leadership, project management, architecture and development.

#### SUCCESS STORY

I have had the honor of leading many incredible teams and am appreciative for the opportunities. In 2018 I was asked to take over IT leadership for a very established company who had the need to transform itself. This offered the opportunity to form a fantastic group of teams to completely transform an enterprise. Our ability to bring cutting edge technology to our industry has been a game changer. While this has been very successful, one of my biggest accomplishments has been to see my team flourish in terms of value and personal growth. Proud owner of a preeminent team!



### Adam Scheinberg

VP IT  
Massey Services



Adam Scheinberg is the Vice President of Information Technology for Massey Services, the largest family-owned Pest Control company in the country. Since 2003, he has overseen Massey Services' technology transition from regional player to enterprise organization with national presence. Adam is responsible for Massey Services' technology strategy, and leads all technology-related personnel.

#### SUCCESS STORY

During Adam's twenty years at Massey Services, he has implemented numerous technological advancements, including a business continuity/disaster recovery strategy, a cloud and SaaS migration, and the development of over two dozen in-house applications. This includes the development of a proprietary "Lead Log" program, which transformed the company's ability to effectively track leads for Marketing and Sales programs. Additionally, his team researched several options and then successfully launched a unified communication telecom system, which has saved the company millions of dollars. His team has also redesigned and led the conversion of a 100+ site WAN from MPLS to SD-WAN.

# NONPROFIT AND PUBLIC SECTOR FINALISTS



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## NONPROFIT AND EDUCATION ORGANIZATIONS



### Jim Faulkner

Dir. IT  
City of Mount Dora



Jim was born in Dubuque, Iowa, a city on the Mississippi River bordering Wisconsin and Illinois. He currently resides in Ocala, Florida, where he has lived since 1994. Jim attended DeVry Technical Institute in Lombard, Illinois for a short period while pursuing his Computer Science degree. He later completed his Bachelor of Science in Information Technology with an emphasis on Software Development from Western Governors University. After a short break, Jim continued his education and received a Master of Science in Information Technology Management, also from Western Governors University.

#### SUCCESS STORY

Part of the City of Mount Dora Strategic Plan was to create free public WiFi for the Historic Downtown. A fiber ring to interconnect all of the city-owned facilities was already under way, allowing an access junction for the WiFi system. Working with Precision Contracting Services, the company that designed our fiber network, we came up with a plan to run hybrid fiber (fiber with electric) throughout the downtown area. The analysis that was performed required 36 access points to be installed. The system has worked flawlessly and will grow into the future by allowing IoT and other system interconnectivity.



### Russell Hauptert

CTO, Dir. Technology & Innovation  
City of Tampa



Russell has been helping governments innovate and improve their operations through the application of cutting-edge technology for more than 25 years. Working in both the public and private sectors, he has created, implemented, and supported advanced applications and technology for local governments serving hundreds of thousands of citizens and customers across the United States. Most recently, he has concentrated on implementing an aggressive roadmap for digital business improvement as the CTO and Director of Technology and Innovation for the City of Tampa- Florida's tech capital.

#### SUCCESS STORY

Our finest accomplishments have surrounded our transformation of IT in service to the City's aggressive roadmap for digital business improvement. With a priority on getting the right training, tools and technology for expanded service, reliability, and performance for the departments we serve, we've contributed greatly to the City's ability to manage rapid growth and remain resilient in the face of challenging events.



### Yenni Martin Hernandez

CIO  
Reedy Creek Improvement District



Yenni's leadership philosophy is to demonstrate it by partnering with all levels of management and cross functional teams, thereby bridging technology to manage complex enterprise initiatives, business operations, technology deployments and disaster recovery execution. She is a strategic minded leader and team builder with proven ability to create trust, lasting relationships and produce results in a customer-focused organization. Yenni is currently the CIO of Reedy Creek Improvement District. The District encompasses approximately 25,000 acres in both Orange and Osceola Counties in Florida, servicing 19 land-owners, including Walt Disney Co and its wholly-owned affiliates.

#### SUCCESS STORY

The greatest accomplishment is creating a cohesive team that believes in the art of the possibility, values self development and understands that although IT may not be the answer to all issues, it is the basis for every function in the organization and as such, having a sense of urgency and understanding of the services our customers provide is key to the overall success of not only the team, but the organization overall.



### Ramin Kouzehkanani

CIO & Innovation Administrator  
Hillsborough County Government



Ramin Kouzehkanani is a member of the Executive Team and the Chief Information and Innovation Administrator at Hillsborough County Government in Tampa, Florida. He previously served as the Chief Deputy of Strategic Planning and Technology at the Clerk and Comptroller of the State of Florida's 13th Judicial Circuit, and at the State of Florida Department of Children & Families as Chief Information Officer & Assistant Secretary, and as Acting Deputy Secretary in the administrations of Governors Crist and Scott. Prior to his State of Florida service Ramin was the Executive Vice president at Genuity Group, LLC, and was responsible for the consulting firm's Government and Healthcare verticals.

#### SUCCESS STORY

We have established a collaborative internal consultancy that works in partnership with County departments toward the achievement of Hillsborough County's overall strategic goals. This has transformed the IT department from a support-based organization to a proactive consultancy and has aligned our technology plan and investments with not only departmental business plans but also with the County's overall strategic direction while significantly improving customer service.



### Jose Lopez

Chief Innovation Officer & Dir. IT  
City of Groveland



Jose Lopez has always been passionate about innovation and technology, applying his expertise to several projects that grew and cultivated excellent opportunities. He worked in the field of information technology for over twenty-five years, starting as an entry-level employee at the cusp of his youth and proving his aptitude as the Director and CIO of Innovation and Technology for the City of Groveland, Florida. Jose demonstrated that not all top-tier positions must be achieved with a college degree. Using his street smarts, dedication, hard work, and perseverance,

#### SUCCESS STORY

I have had many successes and failures throughout my career in Information Technology. While at the Gaylord Palms Resort as their Director of IT Operations, I assisted sales and set a record of \$1.08 million in IT services sold in one month. The year after, I broke my record and sold 1.24 million dollars in IT services. The news traveled to all Marriot entities worldwide. Hotels/resorts from Europe and South America asked me how I did it. The answer was simple. I listened to their needs and provided them with a service that would not fail.



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