

ORLANDO  
BUSINESS JOURNAL

2026

# FLORIDA ORBIE® AWARDS

The annual Florida ORBIE® Awards honors chief information officers who have demonstrated excellence in technology leadership. Winners in the Global, Large Enterprise, Enterprise, Large Corporate & Corporate categories will be announced February 6 at The Conrad Orlando.

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## CHAIRS

Great CIOs Understand  
How Connections  
Drive Transformation



## LEADERSHIP AWARD RECIPIENT

How grit and the military shaped CSI CIO  
Melissa Fulmore-Hardwick's career journey

CONGRATULATIONS **2026 FLORIDA ORBIE NOMINEES**

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**BAS URSEM**  
GuideWell Source

**SUDHAKAR VELURU**  
Four Seasons Hotels

**MIKE WEBB**  
Jacksonville Jaguars

**JEREMY WILSON**  
Amscot Financial

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The Mosaic Company

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2026 **FLORIDA ORBIE AWARDS** | **FROM THE CHAIRS**

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CentralFloridaCIO and NorthFloridaCIO bring together preeminent Chief Information Officers from Florida's largest organizations to strengthen leadership effectiveness, drive innovation, and create business value. Member-led, non-commercial programs foster meaningful professional relationships, enabling collaboration on shared challenges to gain leadership advantage.

Whether you're leading a large corporation or a nonprofit, there's no textbook for how to be great in a role that changes as rapidly as technology. That's why relationships create superpowers, driving personal and organizational transformation.

The Inspire Leadership Network connects CIOs with over 2,000 lifelong learners across more than 40 chapters. From public and private companies to

government, education, healthcare, and nonprofits, we exist to help members navigate and thrive in a uniquely challenging executive role.

The leadership principles that have served CIOs for over 25 years are now available to communities serving CISOs and CMOs as the Inspire Leadership Network expands in 2026.

The ORBIE® Awards recognizes the outstanding leadership of CIOs in Florida. On behalf of CentralFloridaCIO and NorthFloridaCIO, we congratulate the nominees and finalists for their remarkable achievements. A special thank you to the sponsors and underwriters for their foresight in making the Florida ORBIE® Awards possible.

With the right connections and relationships, transformation is not only possible—it's happening today, as evidenced by the finalists you will meet throughout this special section.

Sincerely,



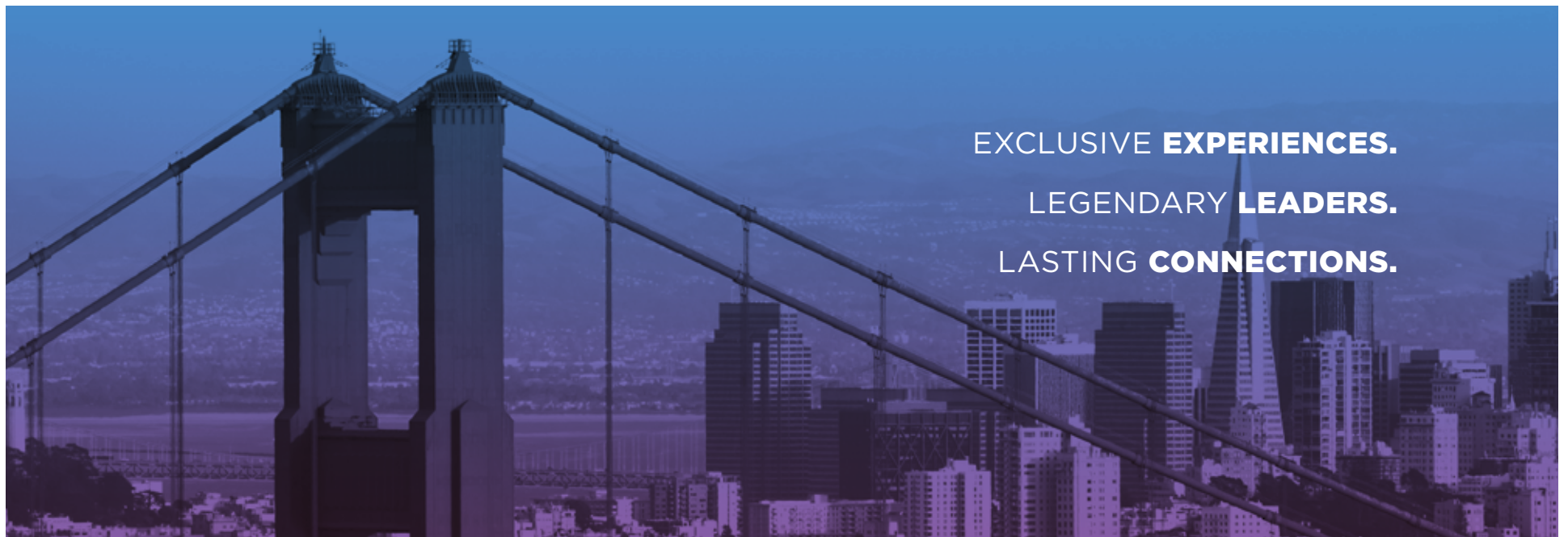
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## 2026 FLORIDA ORBIE AWARDS | LEADERSHIP AWARD RECIPIENT



# Melissa Fulmore-Hardwick

Chief Information Officer | CSI Companies

## How grit and the military shaped this Jacksonville tech leader's journey to the C-suite

By The Business Journals Content Studio

In the early days of Melissa Fulmore-Hardwick's career, she worked in the finance department for the corporate office of Westgate Resorts in Orlando.

She was a newly minted veteran, fresh off her time as an officer in the U.S. Army, putting her accounting degree from the University of South Florida to good use.

But finance wouldn't be her home for long.

When the resort embarked on an extensive ERP implementation with Oracle, she was tasked with learning the technology and reporting back to senior leadership.

"I wasn't an IT girl; I was a finance girl. But I started using the systems and became fluent in the technology," recalled Fulmore-Hardwick. Soon, she earned an Oracle certification and began training back-office teams around the world. She also worked for Oracle and a Big 4 (Bearing Point), implementing ERP systems across the U.S. as a managing consultant.

Since then, Fulmore-Hardwick's career has included high-level roles in technology, digital transformation and executive leadership. She has led local and global initiatives that have brought operational efficiency, reduced the IT footprint and bridged new technologies with business objectives. Through a track record of driving enterprise-wide innovation and building best-in-class teams that consistently delivered enterprise-level results, her work culminated in her appointment to the C-suite as chief information officer at The CSI Companies.

Recognized as a passionate servant leader, she champions her teams and colleagues and invests in developing the next generation of leaders. On Feb. 6,

Fulmore-Hardwick will receive the Leadership Award as part of the 2026 Florida ORBIE Awards at a live event at The Conrad Orlando. The program honors CIOs who have demonstrated excellence in technology leadership.

### Learning the power of determination

Fulmore-Hardwick credits the military and her father for her grit and determination.

As the youngest of 12 children, she was born to parents who prioritized education and hard work. When she was just 3 years old, her mother died of cancer, leaving her father to navigate parenthood alone.

"I saw the grit in my father," Fulmore-Hardwick said. "For him, losing a wife didn't change the course of how he was going to raise us and how much he poured into our lives."

Her father instilled in his children the power of education, and Fulmore-Hardwick performed exceptionally in school, graduating as salutatorian of her class with nearly a 5.0 GPA. She enrolled in college but quickly became overwhelmed without the structure of home. She left school to join the Army, which contributed to her professional growth. Last year, she was recognized as the 2025 Veteran of the Year, a national honor presented by Military Friendly to recognize veterans who are changing lives for the better.

"One of the gifts God has blessed me with is the gift of courage," Fulmore-Hardwick said. "When an opportunity presents itself, I'm not afraid to take advantage of it."

### Embarking on a career in tech

That courage fueled Fulmore-Hardwick's career in technology, leading to opportunities with Oracle; JEA, a municipal electric,

water and sewer utility; and Acosta, a global sales and marketing services company.

At JEA, she fast-tracked into senior leadership positions, rising from Oracle business technology manager to director of strategic change management and then director of business applications and transformation. At Acosta, she helped manage the shift to the cloud and simplify its technology stack, while advancing from senior director of corporate IT to vice president of IT enterprise applications.

Then, she got a call when CSI was hiring its first CIO after being acquired by a global organization. She accepted the role and served as CIO full time – until the executive team of the global parent company hand-selected her to lead a global strategic workforce enablement program.

"Through this program, I've been traveling to our operating companies (spanning 10 countries and 4 continents) building workforce frameworks. This initiative is both a social impact engine and a strategic solution for addressing labor market challenges across our operating companies. We are working to empower and upskill groups of people who may not have the same career opportunities as other groups," she said. "For example, in Australia, we concentrate on women and offering them the training they need to take on new roles. In Japan, the focus is on seniors who want to re-enter the workforce"

Fulmore-Hardwick says her goal is clear: to help the organization become a global leader in inclusive employment, offering meaningful, lasting work opportunities to individuals with a distance to the labor market, and embedding this principle across every part of the staffing business.

She adds that this work is deeply fulfilling and considers it an honor to help

shape her company's commitment in expanding opportunities to all!

### From grit to greatness

In honor of her 55th birthday, Fulmore-Hardwick wrote a memoir titled "From Grit to G.R.E.A.T.™ness: Rewriting the Rules of Success with Heart, Hustle and Humility."

The book chronicles the story of her life through the G.R.E.A.T.™ Framework, a leadership model Fulmore-Hardwick created to help individuals and teams embrace their greatness. The framework focuses on the five key qualities – grit, responsibility, equity, action and transformation – that have defined her life and career.

Fulmore-Hardwick is committed to increasing leadership opportunities for underrepresented people in technology and business. She founded Brown Girls in the Boardroom Inc., a nonprofit that champions future female leaders through training, development and mentorship for underserved women and girls. She also hosts career workshops for women and helps youth throughout Northeast Florida realize their potential.

It's this effort that makes earning the Leadership Award a particularly meaningful recognition.

"For me, it is a sign I have put in the work. It is a sign that, although this is a male-dominated industry, there are still women who can be recognized as game changers in this space, and it inspires me to do more, to want to give back, to be seen as an example of what could be," she said. "It's a bit emotional because I think about my parents and them looking on and saying, 'Keep being gritty, baby girl – we are cheering you on!'"



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## GLOBAL FINALISTS

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& MULTI-NATIONAL OPERATIONS**Sabet  
Elias**CTO,  
BNY

Sabet Elias is Chief Technology Officer at BNY, responsible for global infrastructure, platforms and engineering that keep the firm's mission-critical financial systems running at scale. Over a 25+ year career he has led consumer, investment and capital markets technology organizations at Bank of America, Citigroup and Lehman Brothers. A former AT&T Bell Labs engineer, he is an adjunct professor and frequent lecturer, with multiple patents and awards recognizing his impact on modern financial technology worldwide.

**SUCCESS STORY:** At BNY, my mandate is simple: keep a 241-year-old institution always-on while reinventing how it runs. Over the past several years my team has modernized our core platforms toward cloud-ready, software-defined infrastructure, strengthening resilience and performance for clients representing tens of trillions in assets. In Florida, I helped launch our Lake Mary technology hub and a new Pegasus Partnership with UCF, co-locating a cybersecurity and operations lab that gives students hands-on banking experience while building a diverse, homegrown talent pipeline for Central Florida. This reflects my focus on connection, practical innovation and developing future-ready teams across our communities.

**John  
Hill**CIO (fmr),  
Avaya

John has held the top technology role at Avaya, MSC Industrial Supply, Carhartt, and WSIB. He is now the Executive Chairman at Kochasoft. John has held technology leadership positions at General Motors, Roche, and Grainger and business roles for IBM and the United States Air Force. John earned a Doctor of Business Administration from the Florida Institute of Technology as well as degrees from the US Air Force Academy and Bowie State.

**SUCCESS STORY:** I am proud to have been a part of a dramatic transformation the IT Organization made in 2025. We simultaneously implemented lean-agile processes, drove AI education and adoption, rationalized the application footprint, migrated our collaboration platform, and implemented an entire software stack to meet CMMC compliance needs. The team achieved this impressive feat despite significantly reducing costs and dealing with extensive labor realignment activity.

**Josh  
Langley**SVP, Global CIO,  
Iron Mountain

Josh Langley is Senior Vice President and Global Chief Information Officer at Iron Mountain, where he serves as both a technologist and business leader driving the company's global transformation. Since assuming the CIO role in 2022, he has built a modern, people-centered technology organization that accelerates growth and innovation across Iron Mountain's global operations. Guided by authenticity, transparency, and trust, Josh is passionate about developing leaders and delivering technology that drives measurable business impact.

**SUCCESS STORY:** As Global CIO of Iron Mountain, I've had the privilege of leading a technology transformation that redefined Enterprise IT as a strategic force powering the company's growth. Guided by the values of authenticity, transparency, and trust, my focus has been on building a modern, connected, and people-centered IT organization that enables innovation across every part of the business. Through collaboration and a shared commitment to progress, we've strengthened Iron Mountain's digital foundation and empowered our teams worldwide to deliver lasting impact. Today, Enterprise IT stands as both a catalyst for transformation and a reflection of our company's enduring values.

**Al  
Lettera**CDIO,  
Signature Aviation

Al Lettera is the Chief Digital and Information Officer for Signature Aviation, the largest flight base operations company in the world with operations in over 225 locations globally. Al is responsible for enterprise technology delivery, cyber security, infrastructure, operations, and digital strategy that drives innovation and delivers a modern experience for team members and guests.

**SUCCESS STORY:** Within my first year at Signature, we've achieved transformative mile[1]stones, rebuilding the technology team and evolving our culture to position IT as a strategic enabler to the business. Together, we moved quickly to implement foundational platforms that empowers team members and elevates the guest experience. We've built an incredible foundation that will prepare us for tremendous growth, innovation and to propel us into the future.

**Jeff  
Wysocki**CIO,  
The Mosaic Company

I am a Fortune 300 Chief Information Officer (CIO) and Board Member with over 30 years of experience in technology leadership, digital transformation, cybersecurity, artificial intelligence, risk management, mergers and acquisitions, and sales and marketing strategy. I have worked in six Fortune 500 companies, and beyond my digital leadership roles, I have experience in running eCommerce, Sales Operations and Marketing Operations functions across industries such as mining, agriculture, medical technology, healthcare, beverages, and consumer goods.

**SUCCESS STORY:** Mosaic recently implemented company-wide digital and global operating model transformation across numerous areas of the company - included finance, supply chain, commercial, procurement, maintenance, and HR. The initiative is live as we work through stabilizing activities with our customers, suppliers and employees. A change of this magnitude is extremely difficult, and the Mosaic team members are putting forth an amazing effort as we work through the impacts of this transformation.





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Congratulations to **Sabet Elias** of **BNY Mellon** and all **Orbie** finalists.



## **Congratulations to the 2026 Florida CIO of the Year® Award winners and nominees.**

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INSPIRE  
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AWARDS

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**Onkar Birk**  
EVP & CTO,  
Hilton Grand Vacations



Onkar Birk is EVP, Chief Technology Officer at Hilton Grand Vacations. He is responsible for elevating the company’s technology to meet the growing demands of its systems, security and global IT operations. He spearheads research and development to create meaningful experiences for HGV’s members and guests by leveraging cutting-edge technology. With more than 25 years of experience, Mr. Birk is a visionary leader passionate about building powerful teams, enhancing product development and utilizing innovative solutions.

**SUCCESS STORY:** Driven by a clear “One Vision” technology strategy and my focus on transformation and building high-performing teams, our organization significantly increased recurring revenue and expanded market share substantially over five years. We also launched HGV Max, gaining over 200,000 new members. Initiatives like AI-powered personalization, a customer data platform and intelligent inventory management improved satisfaction, streamlined operations and unlocked new revenue streams — demonstrating how a unified vision and empowered teams drive exceptional business outcomes.



**Henry Boyter**  
VP IT,  
Dream Finders Homes



Henry Boyter is a transformative IT executive with over 25 years of experience leading enterprise technology strategy, cybersecurity, and cloud modernization across diverse industries. Recognized for aligning innovation with business growth, he has delivered measurable ROI through digital transformation, operational efficiency, and scalable infrastructure. A trusted advisor to senior leadership, Henry excels in building high-performing teams and architecting resilient, secure, and agile technology environments that drive sustained organizational success and competitive advantage.

**SUCCESS STORY:** Under my leadership, IT has become a strategic partner driving growth, resilience, and operational excellence. The organization successfully integrated multiple acquisitions, expanded service offerings, and modernized its technology foundation. We built a mature cybersecurity and risk management program, transitioned to a hybrid cloud environment to enhance scalability and performance, and executed a successful enterprise-wide disaster recovery exercise. IT staffing tripled through intentional talent development and selective outsourcing. These initiatives have strengthened business continuity, improved audit readiness, and positioned technology as a core enabler of efficiency, innovation, and sustained organizational growth.



**Michael Carr**  
SVP & CIO,  
Health First



Michael Carr is Senior Vice President and CIO at Health First in Rockledge, Florida. He previously held executive roles at Legacy Health and Providence Health & Services and earlier worked in finance and operations at UPS. A former Army Ranger, Michael earned a BS in Business Management from Concordia University and an MBA from George Fox University. He holds CISSP, CHCIO, and Carnegie Mellon’s CISO certification.

**SUCCESS STORY:** Eighteen months ago, Health First launched Mission Unity, a \$160M initiative to deliver an integrated care experience by implementing Epic across provider and payer divisions. Our care delivery division goes live June 1, 2025, retiring seven EHRs and enabling a unified MyChart experience with 60% adoption. Health Plan launches enrollment October 1 and full claims January 1, 2026. Key outcomes include Microsoft DAX deployment to 270 providers, improved surgical throughput, and projected \$30M annual savings from legacy system decommissioning. We’ve upgraded to Arista networking, enhanced cyber resilience (NIST CSF 2.0→3.39), reduced incidents by 27%, and secured lower cyber premiums.



**Jonathan Fozard**  
Associate VP & CIO,  
Florida State University



Jonathan Fozard is an accomplished technology and innovation leader with over 25 years of experience in higher education and public-sector IT. As Associate Vice President and Chief Information Officer at Florida State University, he leads a global team of more than 900 professionals advancing innovation in operations, academics, research, engagement, and cybersecurity. He also oversees the Northwest Regional Data Center, the Florida Virtual Campus, and Florida’s State Data Center, championing statewide technology and AI advancement.

**SUCCESS STORY:** At Florida State University, I’m proud to lead an incredible team that’s redefining how technology empowers an organization. Together, we’ve deployed a suite of AI-powered tools that are transforming research, operations, advising, and cybersecurity while building a modern, scalable data foundation for the future. Our people-first mindset drives everything we do, from enhancing the student experience to expanding opportunities and innovation across our global locations. One of our proudest achievements is growing the ITS Internship Program from fewer than 15 students to over 375 annually, creating a statewide talent pipeline and enhancing Florida’s future technology workforce.



**Darla Morse**  
Chief Digital  
Innovation Officer,  
Partners Federal  
Credit Union



Darla Morse is an accomplished Chief Digital Innovation Officer with over 25 years of experience driving digital transformation and innovation in leading organizations. Darla spearheads the digital innovation strategy at Partner’s Federal Credit Union focusing on integrating advanced technologies to enhance operational efficiency and member experience. Her ability to foster a culture of collaboration and agility has led to successful implementations of numerous digital initiatives that have significantly improved the company’s competitive edge.

**SUCCESS STORY:** Our recent Digital Transformation initiative, an effort designed to modernize our technology and elevate the entire member experience. We integrated advanced digital solutions across our engagement platforms, enabling members to seamlessly personalize their financial dashboards and self-service transactions. Our new mobile experience delivers 24/7 accessibility, empowering members to take control of their finances with confidence. The implementation of AI-driven support has been transformative assisting agents in real time, reducing average wait times and shortening call durations. This has driven a substantial rise in member satisfaction scores and freed our team to focus on high-value financial conversations.



**Ty Tastepe**  
CDTO,  
Six Flags



Ty Tastepe is a global business, technology, and digital leader. He has served in executive leadership roles at global brands such as Disney, Universal, Hilton, Six Flags, and has also served as Chief Digital, Technology, Information Officer roles in public and private enterprises. He has implemented large scale digital transformation programs globally. In his current role as Chief Digital and Technology Officer for Six Flags Entertainment Company, he has responsibility for technology, digital and cybersecurity.

**SUCCESS STORY:** Ty and his team are about a year and a half into the merger of two industry leading organizations, Cedar Fair and Six Flags. They are consolidating technology stacks, moving to best of breed solutions for each of the business functions, reducing complexity while introducing state of the art capabilities for team members and guests, and deploying AI agents through tools they invested in to optimize processes and drive efficiencies. Over the last few years, they developed and executed a multiyear digital roadmap to deliver guest and associate experiences, reduce friction for guests, and drive incremental revenue through digital channels.





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# ENTERPRISE FINALISTS

**OVER \$1 BILLION  
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## Shawn Harris

**SVP & CIO (fmr),  
Red Lobster**



Shawn Harris is a technology transformation leader with experience across Financial Services, Manufacturing, Consumer Packaged Goods, Retail, Supply Chain, and Hospitality. With over a decade of executive leadership from start-ups to Fortune 100 companies, Shawn bridges business and technology strategies to drive growth and innovation. A servant leader at heart, he is passionate about building and retaining high-performing teams that deliver measurable impact while fostering collaboration, empowerment, and continuous improvement across diverse industries.

**SUCCESS STORY:** My success is rooted in the extraordinary accomplishments of my team. Through collaboration and shared vision, we have transformed Red Lobster's digital guest and employee experiences, aligning technology strategy with innovation, operational excellence, and profitability. Under my leadership, IT has evolved from a traditional support function into a growth-driving organization, delivering solutions that enhance service, streamline operations, and create value across the enterprise. This transformation reflects not only technical achievement but a culture of empowerment—where talented individuals thrive, innovate, and make a meaningful impact. Together, we are shaping the future of Red Lobster through technology-driven growth.



## Eric Hayden

**CTO & Director of  
Technology and  
Innovation,  
City of Tampa**



Eric Hayden is the Chief Technology Officer for the City of Tampa, leading enterprise IT, cybersecurity, and digital innovation. He is driving the launch of Tampa AI, while advancing citywide data strategy, governance, and continuity of operations. Eric oversees technology for over 5,000 employees and 400,000 residents, delivering measurable impact through modernization and smart city initiatives. He is a 2026 Orbie Awards finalist, recognized for excellence in public sector technology leadership.

**SUCCESS STORY:** During the COVID-19 pandemic, statewide shutdowns and strict isolation protocols severely disrupted government operations. In response, my department rapidly deployed virtual technologies at scale to keep the City running. Within just three weeks, we mobilized a remote workforce—including our legislative boards, which had traditionally operated from fixed office locations. One of our most significant accomplishments was enabling mission-essential departments to adopt new ways of working virtually, while maintaining safe distancing from both customers and colleagues. This shift not only preserved critical city functions but also introduced a more agile, resilient model for public service delivery.



## Nilyum Jhala

**CTO,  
Trulieve**



Nilyum Jhala has over 20 years experience in information technology roles at large public and private high tech and national CPG companies. He has experience across business and technical domains including digital and back office transformation, ecommerce, IT architecture and business processes. Nilyum previously held leadership positions at companies including Hallmark Cards, Dollar Tree Inc, Lowes, and Office Depot.

**SUCCESS STORY:** As a business-savvy technology executive, I enable a company's success and drive market competitiveness by building environments of alignment, efficiency and collaboration. An innovator and change leader, I am passionate about leveraging people and technology to create exceptional solutions and agile infrastructures that overcome barriers to growth, turnaround struggling projects and significantly grow business value.



## Joel Olivio

**CIO & CISO,  
Dental Care Alliance**



Joel Olivio serves as Chief Information Officer and Chief Information Security Officer at Dental Care Alliance, leading a 49-member technology team supporting nearly 400 practices across 24 states. With expertise in digital transformation, cybersecurity, and AI innovation, he drives scalable solutions that enhance operational efficiency, compliance, and patient experience. A servant leader at heart, Joel is passionate about building teams, empowering people, and using technology to improve lives through better oral health.

**SUCCESS STORY:** One of my proudest achievements has been building a team culture that feels like family; rooted in trust, respect, and shared accountability; because at the end of the day our team members spend more time together than we do with our immediate families. By fostering an environment where every member feels valued and empowered, we've achieved exceptional stability, maintaining the lowest turnover rate among all support departments for over a decade. This unity has delivered major initiatives ahead of schedule, adaptation to change, and sustaining a high-performing, resilient team that thrives on connection and a shared commitment to excellence.



## Pamela Ramhofer

**CIO  
Sarasota Memorial Health  
Care System**



Pam Ramhofer, Chief Information Officer at Sarasota Memorial Health Care System, leads IT strategy and innovation supporting two hospitals and 80+ outpatient sites. A former RN and "Leader of the Year" award recipient, she's known for her collaborative leadership and commitment to excellence. Pam oversees more than 350 enterprise systems advancing clinical care, cybersecurity, and analytics—combining compassion, teamwork, and technology to deliver safe, efficient, and connected patient experiences.

**SUCCESS STORY:** My proudest achievement is developing a resilient, high-performing management team. Each leader brings unique strengths and perspectives, and together we've built a culture grounded in trust, humor, and collaboration. We've navigated major challenges—financial challenges, COVID, hurricanes—and achieved extraordinary results, including opening a hospital, an oncology tower, and completing a Joint Commission survey in the same week, and now, launching the largest project in our organization's history: Epic. Equally important, I've built a strong succession plan for myself and my leaders to ensure stability, continuity, and confidence in the next generation of leadership.



# LARGE CORPORATE FINALISTS

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OVER \$350 MILLION  
ANNUAL REVENUE



**Walt Banks**  
CIO,  
Gainesville Regional  
Utilities / City of Gainesville



Chief Information Officer for Gainesville Regional Utilities and the City of Gainesville, with over 25 years of executive IT leadership in the public and utility sectors. I have led major initiatives for ERP implementations and physical infrastructure design. Known for driving innovation, operational efficiency, and workforce development, I have worked to build high-performing teams grounded in ITIL, Agile, and cybersecurity best practices—transforming IT into a strategic enabler of business success.

**SUCCESS STORY:** I have been the CIO for the Gainesville Regional Utilities (GRU) since 2016. GRU's IT organization has transformed itself from fragmented operations into a high-performing, standards-based team. By adopting ITIL, COBIT, and Agile practices, and establishing a dedicated IT PMO and cybersecurity teams. We've built a culture of excellence and accountability. Today, 95% of staff are ITIL-certified. With an annual training budget reflecting ongoing improvement and funded through operational savings, we've improved service delivery, reduced costs, and increased customer satisfaction. This transformation has become a model for others—proving the long-term value of investing in people, frameworks, and disciplined execution.



**Philip Gergen**  
CIO,  
Koozie Group



Philip Gergen is the Chief Information Officer at Koozie Group, where he leads technology, digital experience, and enterprise transformation. A passionate, adaptive leader, Philip is committed to empowering teams to innovate, collaborate, and achieve excellence. He believes in aligning people's strengths with purpose—creating environments where technology enables growth, connection, and lasting impact. His leadership continues to drive Koozie Group's evolution into a digitally modern, customer-focused organization.

**SUCCESS STORY:** Over the past few years, my team has delivered transformative value to Koozie Group through technology innovation and operational excellence. We launched KG Tracker, the industry's leading online order management portal and winner of the 2024 PPAI Technology Gold Pyramid Award. We reduced our cost to serve by 50% through a custom order management system, unified all operations onto a single ERP and tech stack, and pioneered the first AI entry platform built on PromoStandards. By integrating IT and Digital Engagement into one agile, accountable team, we've built a culture of collaboration that drives measurable, award-winning business outcomes.



**Charles Harris**  
VP of Tech,  
Tampa Bay Buccaneers



Dr. Charles Harris Jr. is the Vice President of Technology for the Tampa Bay Buccaneers with more than twenty five years of experience leading IT in communications, transportation, healthcare, education, and non-profit sectors. He holds two technology focused master's degrees from Purdue and UCF and a PhD in Modeling and Simulation from UCF. Charles is married to Lori Pampilo Harris and is the father of three children: Dr. Charles Harris III, Cameron, and Zoe.

**SUCCESS STORY:** At first glance, Dr. Charles Harris's journey does not reveal how a teenage father and former college dropout became the technology leader of an NFL franchise. His path is defined by persistence, resilience, and an unwillingness to accept the limits others placed on him. Through determination and a deep belief in the value of education, he earned two master's degrees and a PhD. His life reflects a steady commitment to growth, joy, and purpose. His story shows that setbacks do not define a person. They can become the fuel that propels toward excellence, learning, and a better version of themselves.



**Joe Tenczar**  
CIO,  
Sky Zone



Joe Tenczar is the Chief Information Officer at Sky Zone, leading technology initiatives that drive growth, innovation, and guest satisfaction. Before joining Sky Zone, he co-founded Restaurant CIOs, offering fractional CIO services. He also served as Global CIO for Hard Rock International and held CIO roles at Sonny's BBQ and Ripley Entertainment, as well as senior technology positions at Marriott Corporation. Joe holds a Bachelor's in Telecommunications and CIS and an MBA from Rollins College.

**SUCCESS STORY:** At Sky Zone, the action is on the trampolines, but the real lift happens behind the scenes. My team rebuilt the company's entire digital foundation, turning technology from a hidden struggle into a powerful advantage. We modernized platforms, re-engineered data, and delivered tools that keep every park running effortlessly and every guest smiling. The impact shows up in revenue, efficiency, and confidence, yet the true success is simpler: millions of families can Play Every Day because technology quietly makes the magic happen.



**John Woods**  
SVP & CIO,  
Insurance Office  
of America



John serves as IOA's Chief Information Officer, bringing nearly two decades of experience in insurance technology. Since joining IOA six years ago, he's co-founded the Belfast office and relocated to the U.S. in 2023. A strong believer in technology as a catalyst for business growth, John thrives on innovation and change. Outside of work, he enjoys Florida's sunshine with his wife and three children and is an enthusiastic fan of all things sports related.

**SUCCESS STORY:** Our greatest accomplishment has been building a high-performance technology team that drives innovation, growth, and scale. In five years, we've grown the team by 300%, enabling rapid business transformation and contributing to over 50% organic revenue growth and margin expansion through deep alignment of technology and business strategy. A radical overhaul of core platforms modernized legacy systems and created a scalable foundation for agility, data-driven decisions, and new digital capabilities. These achievements reflect not just technical execution but a culture of excellence, collaboration, and continuous improvement positioning us for sustained impact and future growth. We're just getting started!

## CORPORATE FINALISTS

UP TO \$350 MILLION  
ANNUAL REVENUE

**Chris Arrigali**  
CTO,  
Take2 Consulting, LLC



Chris Arrigali is the Chief Technology Officer at Take2 Consulting, where he leads technology strategy, innovation, and digital transformation across a high-growth enterprise. A people-first servant leader with over 30 years of experience, he has built high-performing teams that align technology with measurable business outcomes. Under his leadership, Take2 has advanced its AI Business Strategy, achieved CMMC Level 2 compliance, and positioned IT as a catalyst for scalable, secure, and sustainable growth.

**SUCCESS STORY:** Under my leadership, Take2's Technology Organization has become the company's strategically aligned engine for innovation, automation, and digital transformation. Beyond leading our AI Business Strategy and achieving CMMC compliance, IT has successfully delivered more than 40 projects that have driven revenue growth, lowered costs, and sustained profitability through close partnership with Sales Operations and the Enterprise Project Management Office. Most importantly, we have built a unified, people-first culture grounded in collaboration and purpose. Even amid industry challenges, our team is stronger, more engaged, and more energized than ever—driving digital transformation and shaping Take2's future success.



**Christopher Diguette**  
CIO & CISO,  
Ernest Health



Chris has nearly 30 years of experience in healthcare technology and healthcare management. He has served as CIO, CTO and CISO for several key healthcare organizations over the years. In his role at Ernest Health, he oversees the organization's software, hardware, infrastructure, security, and data management, ensuring a seamless integration of IT solutions to meet the companies Strategy.

**SUCCESS STORY:** Starting out I would have never thought I would have had the opportunity to be successful and get to a point in my career where I have learned and gained a full understanding of information technology and much more. It started by having great mentors that felt I could always take on more. I had a college degree in business geared to technology. But my leaders and mentors are the ones that persuaded me to take on things IT Security and Facilities Management. With out them I would not have the success I have today.



**Marcus Johnson**  
CIO,  
Children's Home  
Society of Florida



Marcus P. Johnson is the Chief Information Officer at Children's Home Society of Florida, where he leads enterprise technology, cybersecurity, data, and quality management to drive digital transformation across the statewide nonprofit. A retired U.S. Army Major with over two decades of executive leadership, Marcus is known for building high-performing teams and aligning technology with mission impact. Under his leadership, CHS's IT team was recognized as a Top 10 Technology Team for 2025.

**SUCCESS STORY:** As CIO and CISO of Children's Home Society of Florida, I lead enterprise technology, cybersecurity, data, and quality management to power our 120-year mission of strengthening families statewide. By transforming IT into a strategic engine of innovation and insight, we modernized systems, automated workflows, and built a culture of trust and leadership, with 0% turnover and \$600K reinvested in cybersecurity and analytics. Our new Data & Analytics Hub now delivers real-time insights that drive transparency, performance, and measurable community impact across Florida.



**Gwen Pechan**  
VP, Institutional  
Technology,  
Flagler College



Reporting to the President and serving on the Cabinet, Gwen leads information technology at Flagler College—including IT strategy, data governance, and security. With over twenty years of higher education experience, Gwen specializes in software implementations, business intelligence, and enterprise system transformation. She holds an MBA, an MS in Management of Information Systems, and a BS in Information Science from the University of Pittsburgh, bringing deep technical and strategic expertise to higher education IT leadership.

**SUCCESS STORY:** Migrating to Oracle Cloud stands as my signature transformation at Flagler College. We implemented ERP, HCM, and EPM Cloud in just 12 months, and are now launching Student Cloud as one of the first U.S. colleges to do so. Leading this effort means collaborating across campus, partnering with peer institutions, and engaging with our implementation and SaaS partners—uniting the community around innovation. This work ensures Flagler continues delivering exceptional classical and liberal education, fostering civic virtue and excellence in a diverse, modern academic environment.



**Howard Rubin**  
CIO,  
Evora Health



Mr. Rubin has over 30 years of experience in IT operations and management, including over 20 years specifically in healthcare IT. He managed IT operations for companies in the retail, technology, government and healthcare industries. Currently he is the CIO for Evora Health, an FQHC in the Tampa Bay area, where he has overseen numerous digital transformation initiatives. Mr. Rubin has a BS in Industrial Mgt from Georgia Tech.

**SUCCESS STORY:** Under my leadership, the IT team at Evora Health has achieved transformative milestones that have significantly advanced operational efficiency, patient access, and strategic innovation. The most impactful accomplishments were the implementation of a robust telehealth infrastructure, which expanded patient access by over 10% over the previous year, implementation of a new cloud-based contact center solution supported by artificial intelligence which provides easy access to information and self-service scheduling for our patients 24x7, and a program for Remote Patient Monitoring (RPM) which allowed us to provide care to patients with multiple chronic diseases ensuring they are being closely monitored at home



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# NORTHFLORIDACIO WHO'S WHO

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