

RICHARD A. SECOR

6 Sturges Rd • Sharon, MA 02067 • rsecor@techsolutions.com • H: (781) 784-0293 • M: (781) 249-9132

Profile: Senior level technology and operations executive who leads, innovates, and executes for early stage through mature growth companies. IPO experience.

Summary:

- Over twenty years of success guiding businesses and leading high performance teams
- Effective manager dedicated to developing careers of team members
- Visionary thinker and astute analyst who unites technology solutions with the corporate mission
- Extensive experience in software engineering, infrastructure, support services, e-commerce, Internet operations, transaction processing, retail systems, response management, fulfillment and distribution, document processing, customer service, fraud detection, and loss prevention
- Highly transferable strategic and tactical business and technology skills
- Experienced and effective contract negotiator

Professional Experience:

Senior Vice President of Technology; 1/2008 – 8/2008 (Ended due to lack of company revenue.)
HiWired, Inc.; Needham, MA

HiWired is an early stage company that provides remote technology support solutions. Clients include Comcast, OfficeMax, Sony, Cox Cable, Tiger Direct, BJ's Wholesale Club, and Windstream Communications. Awarded PC Magazine's Editors' Choice for online technical support. Microsoft technology platform.

- Responsible for all enterprise technology strategy and operations
- Worked closely with founder and management to design scalable, high performance business solutions
- Member of executive committee responsible for HiWired's strategic direction
- Created steering committee process for evaluating and prioritizing all company projects
- Led teams of software developers, quality assurance engineers, database administrators, systems administrators, infrastructure and security engineers, operations technicians, and outsourced staff
- Reduced expenses by up to 50% across multiple functional areas
- Created unique patent filings for the HiWired intellectual property portfolio
- Led software engineering process using Agile methodology
- Reengineered products, processes, systems, and infrastructure for massive scalability, maximum performance, and continuous availability
- Restructured outsourced hosting environment to introduce clustering, load balancing, redundancy
- Shifted non-production servers to low cost local environment
- Established comprehensive internal and external security and privacy controls and compliance across all company departments, vendors, and clients
- Created discrete system environments for development, quality assurance, beta testing, and production to improve performance and productivity while reducing cost
- Designed inexpensive business continuity solution for 7x24 availability
- Designed and implemented systems to support a completely virtual workforce
- Engineered new clients onto the HiWired multi-client template technology platform
- Hosted the HiWired CRM and operations management system in a software-as-a-service (SAAS) model
- Developed client integrations using service-oriented architecture (SOA)
- Developed domestic and offshore outsourcing strategies
- Led beta engineering program with Intel Corporation
- Introduced essential new products and services to expand business opportunities and increase revenue
- Formulated solutions for complex problems such as variable work force staffing and scheduling
- Created streamlined organization and processes to provide 7x24 single-point-of-contact support for production systems, external clients, internal technicians, third party tools, and outsourced services
- Designed and built new contact center and technician operations center in approximately six weeks
- Designed and implemented new network and IP telecommunications systems in new facility
- Instituted and conducted career planning sessions for every staff member

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Executive Vice President and Chief Information Officer; 2004 – 2008
Colliers International; Boston, MA

Colliers International is a global commercial real estate services company with more than 250 offices in over 50 countries on 6 continents.

- Led all enterprise technology strategy and operations for the Colliers worldwide organization
- Supported more than 10,000 employees generating over \$65 billion in annual transaction volume
- Served Colliers global clients, US and international firms, IT professionals and headquarters office
- Created a global business technology vision, formulated and implemented systems and architectures to develop new strategic opportunities and generate new business
- Functioned as technology consultant to the global enterprise
- Built, maintained and supported global systems for business development, directory services, content management, Web presence (www.colliers.com), intranet, marketing, customer service, and email systems
- Negotiated enterprise contracts, led global meetings and conferences

Executive Vice President and Chief Information Officer; 2001 – 2004
SmartBargains, Inc.; Boston, MA

SmartBargains is a private, venture capital funded e-commerce company operating www.smartbargains.com.

- Led all technology strategy and operations including fulfillment, customer service and loss prevention
- Achieved over 70% combined cost reductions in IT operations, fulfillment, and customer service while monthly order volume increased more than 2200%
- Reduced fraud related losses by over 97%
- Delivered complete satisfaction to more than 99.9% of customers
- Introduced an organizational style focused on results and teamwork
- Implemented a management style to promote personal and professional growth of team members
- Member of three-person executive committee advising CEO
- Attracted and retained highly talented managers and staff
- Controlled approximately \$30M annual operations and technology budget
- Organized IT and Operations groups into productive, dynamic, flexible, cross-functional project teams
- Led design, development, and deployment of new Web sites using Microsoft .NET and Akamai technologies
- Managed outsourced fulfillment, customer service, and software engineering companies
- Negotiated vendor contracts
- Advised legal counsel regarding technology, intellectual property, and outsourced services
- Built organization for all Internet engineering, desktop, administrative, remote and help desk services
- Built and operated massively scalable 7x24 Internet e-commerce sites at external data center
- Delivered hundreds of enhancements to live sites while sustaining over 99.99% availability
- Managed staffs totaling more than 40 people at multiple locations
- Reduced sales, expense, and production cycle times by redesigning business and operations processes and automating content management and publishing
- Led groups for software engineering, database administration, quality assurance, project management, network operations, Internet engineering, help desk, customer service, loss prevention, fulfillment operations

Senior Vice President and Chief Information Officer; 1998 – 2001
SmarterKids.com / Excelligence Learning Corp; Needham, MA / Monterey, CA

SmarterKids.com is an award-winning e-commerce company providing educational products and services for children. Excelligence Learning Corporation (now Discount School Supply) was a diversified educational products company formed by the April 2001 merger of SmarterKids.com and Earlychildhood LLC.

- Created and led technical teams for network administration, Internet engineering, software development, technical support and strategic business systems
- Built massively scalable Internet e-commerce infrastructure and multi-tier e-commerce Web architecture
- Built organization to provide all desktop, administrative, remote, and help desk services

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- Built and operated new fulfillment center with radio frequency network and advanced automation
- Integrated third party fulfillment and warehouse management systems with existing systems
- Built an integrated customer service center providing phone, chat, email management, callback
- Frequent business and technology commentator, speaker and analyst
- Worked closely with board of directors and venture investors, evaluated merger and acquisition candidates
- Authored portions of Securities and Exchange Commission documents for successful initial public offering
- Responsible for vendor management, contracts and negotiation

Chief Information Officer; 1996 – 1998, Director of Information Services; 1994 – 1996
W.A. Wilde Company; Holliston, MA

W.A. Wilde provides marketing and information services to corporate and agency clients including Fidelity Investments, John Hancock Insurance, Best Western Hotels, Mobil Oil, AT&T, Bose Corporation, Staples, FedEx, Hewlett-Packard, LoJack, Arnold Worldwide, Digitas, and OgilvyOne Worldwide. Services include database management, business intelligence, response management, sales lead management, fulfillment, telemarketing, data capture, frequency marketing, statement processing, creative design, printing and mailing.

- Managed all information services and led staff of 40 professionals
- Member of executive management committee engaged in strategic business planning
- Designed highly effective rapid application development framework
- Collaborated with major clients to design and develop unique new technology solutions
- Developed, tested and implemented enterprise software; maintained and supported legacy applications
- Selected vendors and applications, negotiated all contracts, evaluated merger/acquisition candidates
- Controlled annual budget for payroll, hardware, software, services

Director of Management Information Systems; 1991 – 1994
Burlington Coat Factory / Decelle, Inc.; Braintree, MA

Decelle was acquired by Burlington Coat Factory, a multibillion dollar retailer operating 394 stores.

- Led teams building, operating and enhancing large integrated host systems for merchandising and fulfillment, store systems, international wide area network, and point of sale systems
- Conducted all phases of technology development to integrate every function of the retail business cycle from purchase order and point of sale through accounts payable to general ledger and stock ledger

Owner and President; 1984 – 1991
Technical Solutions, Inc.; Sharon, MA

Technical Solutions, Inc. is an information technology services company.

- Designed, developed, maintained and enhanced software and hardware systems
- Supervised staff of independent developers, managers, and analysts

Vice President; 1982 – 1984
Execumatic, Inc.; Westwood, MA

Execumatic was funded by venture capital to develop software systems for retail businesses.

- Led engineering, technical support, customer service, quality assurance, and operations divisions of software development company creating sophisticated retail management systems

Education:

Colby College; Waterville, ME; 1982; B.A., double major: Business Administration, Psychology