

# Randy James

President of IT Performance Experts

randalljames1@yahoo.com

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## Summary

An IT infrastructure tuning and performance optimization expert focused on maximizing the value of IT investments (staff, hardware, and software), for competitive business advantage.

Significant experience in insurance, banking, manufacturing, marketing automation, and professional services.

Contact me at 312-835-4742

RandallJames1@Yahoo.com or

RandyJames@ITPerformanceExperts.com

## Specialties

Insurance, banking, printing, database marketing, marketing campaign management, education, and professional services.

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## Experience

### **President at IT Performance Experts**

2008 - Present (1 year)

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See examples of our work at [ITPERFORMANCEEXPERTS.COM](http://ITPERFORMANCEEXPERTS.COM)

### **Director of Technology at Black Diamond Technologies**

2008 - Present (1 year)

Assist clients to leverage technology for strategic advantage.

### **VP and CIO at Cosco Industries**

2006 - 2008 (2 years)

CIO of 2 divisions of Taylor Corporation, a privately held holding company with 12,000 employees and \$1.4B of revenue. Cosco is the leading manufacturer of stock and customized marking products (pre-inked and self inked stamps, signs, engravings, label guns and labels). Navitor is the largest provider of business cards and related custom business stationary products to the Office Supply Superstore market.

Responsible for the leadership of 100 Information Technology professionals supporting all technology infrastructure, business systems, and E-commerce systems at Cosco and Navitor,  
*2 recommendations available upon request*

### **SVP and CTO at MBS Insight**

2005 - 2006 (1 year)

MBS is a developer/application service provider of Customer Relationship and Database Marketing Management systems, direct mail and e-mail marketing automation, modeling and business analytics, and order processing and fulfillment software products.

Served high-end, multi-channel retailers (Tiffany, Bloomingdales, Coach, Cole Hahn), catalog (Dooney and Burke, Scooter Store), and e-commerce clients (ProFlowers).

Reduced cycle times by 66% (and increased capacity by 300%) through infrastructure optimization and database tuning – with zero application changes and zero capital costs.

Introduced project management, performance measurement and capacity planning methodologies.

### **SVP and CIO at Americo Life**

1998 - 2004 (6 years)

Americo is a \$5.3B (assets), \$550M (revenues) life insurance company with 850,000 in-force policies and over 10,000 independent agents. Managed a \$16M annual technology budget. Supervised the corporate wide Six Sigma based quality improvement and business process re-engineering programs.

Company revenue grew 660% in 6 years while total operating costs declined 20%. Saved over \$15M annually by increasing the productivity of employees by 40% via technology upgrades.

Saved over \$2.5M annually with mainframe outsourcing partner Computer Sciences Corporation (CSC) by utilizing both on-shore and off-shore (India) development and support resources.

Saved \$1.5M annually by consolidating 3 data centers, and reducing IT staffing costs by 31%. Reduced cycle times for issuing policies by 25% via “straight thru” processing that enabled agents using laptop PC’s to create “perfect” electronic insurance applications.

*1 recommendation available upon request*

## **VP of Development at Bank of the West**

1996 - 1998 (2 years)

Community First was a fast growing Fortune 500, \$5.7B (assets) financial services (banking, insurance, trust, investments) company, now a part of Bank of the West.

Responsible for the development, justification, and implementation of a strategic technology plan to position the company as an “early adopter” of technology.

Led the data conversion and technology integration of over 150 newly acquired banks, growing the bank from 1300 to 3000 employees. Saved \$2.5M thru the use of thin client computing.

## **Senior Manager, Information Services National Insurance Practice at Unisys**

1994 - 1996 (2 years)

Delivered architecture, program management, project management, consulting, and systems integration services to the insurance industry utilizing U.S. and India based resources.

Also responsible for business development of professional services business in the Insurance industry.

## **Professional Services Manager and Consultant at Digital Equipment Corporation**

1980 - 1994 (14 years)

Central Region Operations Manager (3 years)

Day-to-day leadership of the 850 employee, 11 state, \$653M sales region. Managed \$65M expense budget. Management of Professional Services, Marketing, End-user sales, OEM sales, Pre-sales Support, Finance, Sales Measurements, Product Specialty Sales and Human Resources functions.

Professional Services Marketing Manager (2 years)

Defined and implemented marketing and business development programs for the Central Area, resulting in revenue growth of the Professional Services business from \$10 million to \$16 million in 2 years.

Professional Services Unit Manager and Consultant: (10 years)

Management of 41 Industry, Application, and Technical Consultants delivering software consulting services to Banking, Insurance, and Manufacturing clients. Designed and developed application software for Chicago area clients in the banking, insurance, newspaper, manufacturing, petroleum, and real estate industries.

## Education

### **Lake Forest Graduate School of Management**

MBA, Business, 1988 - 1992

**Activities and Societies:** Hotchkiss Scholar (graduated in top 5%)

### **Rochester Institute of Technology**

BS, Printing Management, 1975 - 1979

**Activities and Societies:** GET fraternity, teaching assistant in computer lab, student senator, NTID software developer

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## Honors and Awards

Recognized by ComputerWorld magazine as one of the Premier 100 IT leaders in 2004.

Eagle Scout

Hotchkiss Scholar (graduated in top 5% of my MBA class) at Lake Forest Graduate School of Management

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## 3 people have recommended Randy

"I have worked with Randy for several years. Randy is a fast paced dynamic change agent. His focus is bringing change to an organization's IT department with a focus on providing business value through technology."

— **Lawrence Fortin**, *Vice President Northern Operations, Edgewater Technology*, was a consultant or contractor to Randy at Cosco Industries

"Randy is a seasoned IT leader and a role model for someone who aspires to be a change agent. Under his leadership, success is planned!"

— **Sanjog Aul**, *CEO, AVVAL (www.AVVAL.com)*, was a consultant or contractor to Randy at Cosco Industries

"I would highly recommended Randy as one of the most forward thinking IT vision people I have met. Randy is excellant at understanding technology before it ever becomes mainstream. Randy truly puts his company in the position where the IT departments spend their time helping grow their business and not dealing with day to day issues that can be avoided with proactive thinkers."

— **Jim Steinlage**, *President, Choice Solutions LLC*, was a consultant or contractor to Randy at Americo Life

[Contact Randy on LinkedIn](#)