

# SCOTT BYRON DARROW

## Technology Executive (CIO/CTO)

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16 Queens Way, Three Kings, Auckland, New Zealand 1024

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### PROFESSIONAL PROFILE

Creative, results oriented Technology Executive with over 30 years' of international experience as change agent and problem solver with a passion for technology; Valued member of senior executive teams, skilled in grasping the big picture, conceptualising, developing and implementing solutions, and partnering closely with business leaders and C-Level executives (both local and international).

Having partnered and run my own businesses, and having worked for, and with, medium and large corporations, I have borne ultimate responsibility for both business and technology aspects for many organisations. This has given me an extensive track record of accomplishments in various industry sectors

Expert at grasping the big picture, conceptualising, developing and implementing solutions, to turn ideas into financially successful ventures.

Passionate about human potential and about recruiting, building, and mentoring teams of employees to exceed expectations and achieve shared goals.



[www.darrow.me](http://www.darrow.me)

### ACHIEVEMENT HIGHLIGHTS

Restructure technology and digital strategy for global group companies with 13 locations in Australia, North America, Europe, Africa and Asia. Creation of SaaS company that was awarded Oracle technology company of year.

Led rebuild of e-commerce environment using open source technologies and tools for \$1.6 Billion value added direct marketer of technology products, services and solutions to businesses, government and educational institutions, and individual consumers.

Founded Technology company that was a leading developer of advanced e-supply chain software for the distribution industry, with customers in New Zealand, Australia, Hong Kong, Singapore, Taiwan, Philippines, China and Europe.

Major projects included world's leading logistics company, multinational furniture group, major packaging solutions company, international food and beverage companies, multinational inspection, product testing and certification company, large pharmaceutical companies, large automotive companies and many more.

Build-operate-transfer (BOT) multiple ITO outsourcing operations in ASIA.

Technology Advisor to New Zealand Government (New Zealand Trade and Enterprise)

COMPETENCIES	INDUSTRIES	APPLICATIONS
<ul style="list-style-type: none"> <li>• Agile Development</li> <li>• Artificial Intelligence and Deep Learning</li> <li>• Big Data</li> <li>• Blockchain Technologies</li> <li>• Board Advisor</li> <li>• Business Intelligence and Analytics</li> <li>• Digital Transformation</li> <li>• e-commerce</li> <li>• Employee Benefits</li> <li>• Enterprise and cloud computing</li> <li>• Enterprise Resource planning (ERP)</li> <li>• Environmental, Social &amp; corporate Governance (ESG)</li> <li>• Healthcare</li> <li>• Healthcare Insurance</li> <li>• Inventory Management</li> <li>• IT Outsourcing (ITO/BPO)</li> <li>• ITIL Systems</li> <li>• Logistics</li> <li>• Material requirements planning (MRP)</li> <li>• Mobile Applications</li> <li>• Open Source Technologies</li> <li>• Process Optimisation</li> <li>• Project and Program Management</li> <li>• Rapid Application Development (RAD)</li> <li>• Retail Management systems</li> <li>• SaaS</li> <li>• Scrum</li> <li>• SDLC</li> <li>• Strategic technology vision</li> <li>• Supply chain management (SCM)</li> <li>• Talent Management</li> </ul>	<ul style="list-style-type: none"> <li>• 3PL &amp; 4PL</li> <li>• Affiliate Marketing</li> <li>• Appliances (Retail and Wholesale)</li> <li>• Artificial Livestock Breeding</li> <li>• Automotive (retail and wholesale)</li> <li>• Contract Logistics</li> <li>• Contract Manufacturing</li> <li>• Banking (ITIL)</li> <li>• e-commerce</li> <li>• Electrical Supplies (Retail and Wholesale)</li> <li>• Electronics (Retail and Wholesale)</li> <li>• Environmental, Social &amp; Governance</li> <li>• Environmental risk management</li> <li>• Food and Beverage</li> <li>• Government</li> <li>• Healthcare</li> <li>• Health Insurance</li> <li>• Hotel Management</li> <li>• Inspection, product testing and certification</li> <li>• Manufacturing</li> <li>• Packaging Solutions</li> <li>• Pharmaceutical (Retail and Manufacturing)</li> <li>• Publishing</li> <li>• Retail Stores</li> <li>• Supply Chain &amp; Logistics</li> </ul>	<ul style="list-style-type: none"> <li>• Accounts Payable</li> <li>• Accounts Receivable</li> <li>• Bill of Materials</li> <li>• Cash management</li> <li>• Contract management</li> <li>• Direct deliveries</li> <li>• e-commerce</li> <li>• Employee Benefits</li> <li>• Enterprise Requirements Planning (ERP)</li> <li>• Environmental, social &amp; corporate governance</li> <li>• Environmental risk management</li> <li>• Fixed assets</li> <li>• Inventory Management</li> <li>• Invoicing</li> <li>• ITIL</li> <li>• Logistics Requirements Planning</li> <li>• Machine history</li> <li>• Material requirements planning (MRP)</li> <li>• Point of Sale</li> <li>• Production control</li> <li>• Production scheduling</li> <li>• Project monitoring</li> <li>• Purchase Requisition Management</li> <li>• Quotation management</li> <li>• Rebate management</li> <li>• Routing</li> <li>• Royalty management</li> <li>• Sales Commissions</li> <li>• Sales Orders</li> <li>• Service job costing</li> <li>• Shipment tracking and costing</li> <li>• Store inventory management</li> <li>• Supply Chain Management</li> <li>• Transport planning</li> <li>• Warehouse management</li> <li>• Works order processing</li> </ul>

## NEW ZEALAND TRADE AND ENTERPRISE (NZTE)

Beachheads Advisor  
November 2014 - Present  
<https://www.nzte.govt.nz/>



New Zealand Trade and Enterprise's (NZTE) Beachheads Advisory Network is designed around a unique partnership between NZTE and successful private sector executives who are willing to share their experience, skills and networks to help New Zealand businesses accelerate their market entry and growth.

### Accomplishments:

- Assist New Zealand companies coming into Asian Market
- Advisor for New Zealand Business Council for ASIAN

## CRDZ | THINKING ACTIVE

Application Management (Blockchain Technology)  
Dec 2017 – Present  
[www.crdz.io](http://www.crdz.io) | [www.thinkingactive.com](http://www.thinkingactive.com)



Our team's mission is to address the issues preventing the widespread adoption of cryptocurrencies and blockchain technology.

CRDZ is a decentralized platform that addresses every core issue that has prevented the development and adoption of commercial services. It is a censorship resistant, decentralized governed public network which enables confidential, identified use and confidential (jurisdictional) compliance. #DecentralizedCommerce

## HÆLTHTECH

CEO Philippine | Chief Technology Officer | Advisor  
October 2015 - February 2018  
[www.haeltthtech.com](http://www.haeltthtech.com)



An advanced software company specialising in a highly cost effective, flexible cloud-based health insurance risk management system for both group and individual or groups that self-insure.

### Accomplishments:

- Build, Operate and Transfer Manila development center
- Manage mobile development (apps. for members, providers, clinics, hospitals)
- Manage creation of Business Intelligence platform
- Lead company initiatives including Deep Learning solutions, Claim processing solutions, Healthcare B2C
- Manage development of Health Insurance and Risk management systems

### Key Duties:

- Determine strategic direction of product development and uphold the company's position at the forefront of technology by focusing on product content and user design
- Management and oversee technology groups (development, R&D, quality control, project management, help desk, implementation and support)
- Manage and oversee business operations in Philippines

ADEC Innovations has over 5,500 employees, 22 companies and 16 locations in Australia, North America, Europe, Africa and Asia.

### Key Achievements:

- Creation of SaaS business for environmental data management web application
- Environmental, Social and Governance software
- Work with marketing on digital transformation initiatives, including rebuilding of all corporate websites, document management and various other initiatives
- Big data projects, including corporate presentations in Lisbon, Portugal
- Winning - Oracle Technology Company of the Year 2014
- Implementation of RAD development platform
- Restructure of information technology group
- Move internal applications to cloud
- Work with President on various corporate initiatives

### Key Duties:

- Develop and implement control procedures and operations required to support the effective utilisation of personnel, hardware, and applications
- Develop and implement policies, standards, practices and security measures to ensure effective and consistent information processing operations and safeguard the information resources.
- Develop short and long term strategic information management plans which are consistent with and supportive of the business plans of the company.
- Execute IT roadmap, prioritising major IT projects for the calendar year and beyond.
- Develop and execute project plans specifying goals, strategy, staffing, scheduling, identification of risks, contingency plans, and allocation of available resources.
- Participate with management in the development and execution of business strategies, which ensure corporate competitiveness, sustained growth and consistent profitability.
- Create, maintain and enforce written policies and procedures regarding all computer operations in the IT Department and throughout the Company
- Lead the analysis, design, implementation, development and maintenance of systems, methods and applications to meet the management and operational needs of the Company and customers..
- Determine long-term information needs and develop an overall strategy for systems development and hardware acquisition and integration.

## **VOLENDAY**

Managing Director of Operation  
May 2012 – August 2013  
[www.volenday.com](http://www.volenday.com)



**VOLENDAY**  
TECHNOLOGY SERVICES - OUR PASSION

Volenday is an IT Outsourcing company.

### **Key Achievements:**

Joined Volenday as MD of operations to restructure

### **Patrick Linton - Director Volenday**

I have learned, and continue to learn, a lot from Scott. Scott is generous with his knowledge and experiences, and I find myself going to him for advice, ideas and information. During the nearly 1 year Scott and I worked closely together at Volenday, I witnessed as he took on the role of transforming and improving operations by driving both the soft and hard elements needed to move the company forward. His culture-related initiatives brought recognition to top performers, and his technology & process initiatives brought interesting, new and cutting edge ways of working to groups across the company. I highly recommend Scott as a leader, an expert and a friend

### **Julio Endara - Managing Director Volenday**

Proven, knowledgeable, soft touch with a direct style, no nonsense are some of the words that come to my mind when I think of Scott.

He has a unique mix of soft and tech skills which he masters in delivering to clients, colleagues and his teams. He builds strong relationships based on personal trust and delivery confidence. He brought with him best industry standards, cutting edge proven technical point of views, market knowledge, outstanding cultural awareness, etc. And all of this topped up by really clever visualisations! In summary: Scott has energised Volenday

## PCM (NASDAQ:PCM)

Vice President Information Technology

March 2008 – February 2012

<http://www.pcm.com/> | <http://www.macmall.com/>



Leveraging a combination of business strategy, technology, consulting, and operations experience I lead the rebuild of e-commerce environment using open source technologies and tools for PC Mall, a \$1.8 Billion value added direct marketer of technology products, services and solutions to businesses, government and educational institutions, and individual consumers.

Build technology group in Manila from around 18 to over 120 competent professions that is the main development organisation for group.

Rebuild e-commerce system from ground up, this initiative included organisational changes, with website design ownership shifting back into marketing and sales control. Initiative addressed customer concerns, rather than on IT issues. We broke down departmental barriers, and allowed a truly companywide contribution to producing our websites. The result was faster searching, faster web pages, and a customer focused website that can be quickly updated to offer the latest products and best prices to our customers.

Built AI (machine learning) based customer recommendations engine using Apache Mahout and related technologies.

Built machine learning tools for search page redirections based patterns, up-sell and cross-sell.

Built Small Business Networking (SBN) covering the development and implementation of a Social Network for small business people - owners and/or CEOs, and IT professionals - wherein members of SBN can connect and share experiences and expertise in running small businesses; locate and renew old business acquaintances; or meet new ones along the way.

Business Direct takes on a new identity in order to improve its look and its e-procurement technology. The improved and streamlined website also has a host of new features and functionalities that significantly improve the transaction process.

Mobile strategies included Mobile web Designer and mobile eCommerce websites.

## VALUECOMMERCE (Yahoo! Japan)

Vice President Information Technology

April 2007 – March 2008 (1 year)

<https://www.valuecommerce.co.jp/en/>



ValueCommerce offers Affiliate marketing service and StoreMatch service. The Affiliate marketing service provides compensation based on the performances of advertising for e-commerce sites. The StoreMatch service handles search-linked advertising for e-commerce sites in online malls. Value Commerce is owned by Yahoo! Japan.

Executive responsible for setup of development centre and transition of key Russian developers who relocated to Manila. Tasks included rebuilding Development and quality Assurance teams including all aspects of recruitment and assimilation of development staff from Russian.

## IT-COMMERCE

Owner / General Manager (Philippines)

January 2003 – March 2007 (4 years) Philippines



IT-Commerce's IT-ASM was a comprehensive set of modules for Asset and Service Management and is a unique web based Asset & Service management product that complies with ITIL standards and implements Ajax & web 2.0 standards. The aim was to replicate a desktop GUI look and feel in a web based environment.

The toolset also helped in automatic optimisation of the websites for layout and web performance, to fore-run an entire industry on what is now called WPO - Web Performance Optimisation.

Corporate Executive team member, overseeing broad company management items including ITO setup and management, implementing corporate initiatives. Managed incorporation and setup of ITO inside Clark Special Economic Zone (CSEZ).

Provide ITIL and Asset management architect expertise for product design.

Designed systems to manage full life-cycle administration of assets, including creating catalogs, quotation, procurement, good receipt, inventory management, fault reporting, dependency management, cabling, impact analysis, problem and incident reporting, change management, movements and disposals.

## PINNACLE SOFTWARE & LOGISTIC SOFTWARE

Founder, CTO, ITO Manager

January 1984 – December 2002 (18 years)

New Zealand & Asia



Pinnacle Software & Logistic Software, companies specialising in developing sophisticated UNIX-based applications for Enterprise Resource Planning and Supply Chain Management. This company provided consulting services and turnkey developments for distribution and manufacturing companies in New Zealand and Australia.

Logistic Software was a leading developer of advanced e-supply chain software for the distribution industry. 3i group, large UK investors in technology, held a strategic stake in the Logistic Software group, with offices located in Hong Kong, Philippines, New Zealand and United States

As founder and CTO I was responsible for technology vision and product strategy for all Logistic Software products.

Company successfully built advanced e-supply chain for 18 years, combining a practical and comprehensive approach to distribution management with leading edge Internet technology, to deliver true 'end-to-end' fulfilment solutions.

Industries covered included automotive (wholesale and retail), computers, food and beverage, industrial testing, retail, wholesale logistics, warehouse management, 3PL, 4PL, steel, pharmaceuticals, sporting goods, electrical wholesaling and publishing.

Logistic Software Group created an offshore development centre in Philippines in 1994 and I was responsible for operations including setup and management of team.

As part of my overall responsibilities I also provided high level consulting on inventory, logistics, supply chain, advanced forecasting for clients and business partners including Cap Gemini and IBM.