

# KIPP VANN

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27 years' experience helping organizations scale, innovate and transform the customer experience with technology solutions. I have been both a business owner of a technology consulting business and business leader in a professional service business with responsibility to drive top line growth, diversify the mix of revenue and impact the customer experience with technology

## EXPERIENCE

**SEPTEMBER 2019 – PRESENT**

### **CHIEF DIGITAL OFFICER, REFINED TECHNOLOGIES**

Responsible for driving revenue growth and earnings by converting “analog” business services into digital ones as well as developing new business models and capabilities leveraging digital technologies.

- “iView” Field Enabled Operator digital operations platform – The digital platform reduced planning time by more than 30% over conventional planning methods and generated millions of dollars in efficiencies for a \$100 million dollar industrial services business. The platform also helped reduce delays in the field when executing the planned work.
- AR/MR “Armour” Mechanical Rental Platform - Designed and developed a custom mobile application allowing mechanical rental business coordinators to design temporary drain systems in Augmented Reality/Virtual Reality for a \$40 million dollar mechanical rental business. The technology platform helped reduced time in the field, increased accuracy of plans which reduced re-work and last-minute changes and most importantly created differentiated service with the three-dimensional deliverables and AR/VR overviews.
- Designed & deployed a cloud-based project profitability platform to report on the revenue, expenses, and gross profitability of 400+ projects executed annually. The cloud platform coalesced data from over ten front and back-office systems to build an accurate project level analytics monthly for revenue, project labor, materials, and project gross profitability. The project profitability platform incorporated into the bonus plans and was rolled out to the executive team & general managers to help manage their annual revenue and profit objectives.

### **VICE PRESIDENT - HEAT EXCHANGER MANAGEMENT (HXM), REFINED TECHNOLOGIES**

Heat exchanger fouling costs any given refinery tens of millions of dollars per year in down time and lost production opportunity. The HxM program was developed to build a business around technology to model heat exchanger network performance, optimize pre-heat network performance and predict fouling to recommend pro-active heat exchanger cleaning decisions.

- “HeatTrax” is a custom developed heat exchanger monitoring platform that helps refineries manage heat exchanger performance and make proactive cleaning decisions to operate more efficiently which reduces downtime and avoids costly rate cuts due to fouling.
- HxM Program – Built from the ground up as a managed Service program that provides engineering services and software backed cleaning decisions to its customers on a monthly basis. The monthly analysis provides refineries with a 12-18 month look-ahead

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on the potential cleaning decisions that need to be made in order to avoid costly rate cuts and downtime. Responsible for overall P&L, go to market plan, and developing the service delivery model.

#### **JANUARY 2011 – JUNE 2020**

##### **FOUNDER & PRESIDENT, NUAGE GROUP**

- Founded Nuage Group a Salesforce consulting business focused on implementing Sales Cloud, Marketing Cloud, Platform (custom development) & Experience Cloud (Portal) solutions for its customers.
- Developed a staffing industry niche channel responsible for generating 40% of overall company revenue and focused on implementing the top 3 applicant tracking solutions built on the Salesforce platform (Talent Rover, Jobscience & Target Recruit).
- Grew annual revenues to \$1.8 million with 60% recurring revenue & sold business for 3x EBIT in June 2020

#### **JUNE 2009 – JANUARY 2011**

##### **PRESIDENT, NEWBURY CONSULTING GROUP**

Responsible for the Sales & Delivery of a global Oracle-PeopleSoft consulting practice with annual revenues of \$20 million and 80 consultants globally

- Stabilized and delivered on an \$85 million-dollar multi-year global ERP implementation for a large multi-national staffing company headquartered in London
- Developed managed services program that generated > \$1 million in annual contracts in first twelve months to support customers post implementation and for customers on older, unsupported versions of PeopleSoft
- Developed a new sales channel to diversify revenue and focus on the staffing front office and leveraging the Salesforce platform for Sales, Marketing & Recruiting solutions

#### **JUNE 2004 – JUNE 2009**

##### **CHIEF INFORMATION OFFICER, CROSS COUNTRY HEALTHCARE**

Developed and led a shared service IT organization with a \$20 million IT budget for a \$650 million publicly traded (CCRN) healthcare staffing company

- Built a 100+ person offshore captive center in Pune, India that delivered IT services (software development, infrastructure & IT support) at 1/5 the cost of domestic engineers and saved the company over \$2.5 million in software engineering per year
- Developed business process outsourcing services in Pune, India captive facility that saved the business over \$450K per year and charged back the business to support document centric processes such as nurse applications, credentials, and payroll time entry
- Implemented a user experience (UI/UX) driven portal strategy to drive candidate applications and digitally enhance the nurse/recruiter relationship with job search, onboarding, payroll, and online credential management. Nurse portal generated over 150,000 interactions per month from over 20,000 unique visitors. Google Maps driven job search tool become the number one lead generation source for the business
- Increased core systems reliability to > 99.9% uptime through infrastructure upgrades, implementing a comprehensive monitoring framework and implementing a software development life cycle with a strong change management process

**JUNE 1995 – MAY 2004**

**CONSULTANT**, ACCENTURE, CRESTONE INTERNATIONAL, INDEPENDENT CONSULTANT

- ERP Consultant implementing PeopleSoft HRMS, Payroll & Financials solutions for enterprise sized organizations
- Lead Architect and developer of a Staffing Industry pay & bill solution that was sold to Oracle and subsequently became the industry standard and used by 7 of the 10 largest staffing companies in the world
- M&A and Technology Strategy consultant helped with the systems integration plan of two equally sized staffing businesses (~\$250 million revenue each) in order to prepare the combined company for an IPO event

## EDUCATION

**MAY 1995**

**BACHELOR SCIENCE, CHEMICAL ENGINEERING**, UNIVERSITY OF KANSAS

- Developed mentorship program to teach science concepts & generate interest in to science to elementary kids
- President of Delta Upsilon Fraternity

## SKILLS

- Strategy & Business Planning
- Sales & Sales Leadership
- Digital Transformation & helping organizations innovate

## ACTIVITIES

- Avid golfer for the social aspects and networking opportunities as well as appreciating the mental and physical challenges the game presents
- Sooner born and Sooner bred and fan of Oklahoma football
- Love of travel, visiting foreign countries and embracing foreign cultures