

THOMAS E. COOPER

Influential IT Executive Guides Growth and Transformation for Fortune-Ranked Companies

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AUTHORITY IN GLOBAL TECHNOLOGY TRANSFORMATIONS AND STAFF DEVELOPMENT

Budget Management → Cost Control → Regulatory Compliance → Contract Negotiation

Global technology and business innovator known for maximizing shareholder value, building high-performing business cultures, and driving continuous improvement. VP for Fortune 100 company leverages technology as a core business driver. Reputed for leading the charge and transforming operations and development. Successfully addressed complex business challenges in collaboration with executive leadership team.

Peak profitability enabler – Negotiated contracts valued over \$500M+ and minimized risk with technology titans including IBM, Salesforce, Microsoft, and Oracle.

Operational excellence – Implemented agile framework and increased productivity and efficiencies up to 20% while driving quality metrics and cutting time to market.

Global team development & leadership – Mentor to company leaders and rising talent with strong focus on diversity and inclusion – highly influential advisor who **propelled career trajectory of 6 highly accomplished female technology leaders. Never turns down the first conversation for mentorship.**

LEADERSHIP SNAPSHOT

- ✓ **Trusted Partner to CIOs and Senior IT Leadership**
- ✓ **IT Strategist | Risk Analyst | Practice Innovator**
- ✓ **\$400M Operating Budget | 1,000 Matrixed Staff**
- ✓ **Large-Scale Global Compliance Project Management**
- ✓ **Leader Who Puts His People First but Takes Responsibility When Things Go South**
- ✓ **Builds Diverse and Multidisciplinary Teams**

Global risk management • C-level advisory • Audit assurance

Process and control optimization • ERM program management • Strategic partnerships

Analysis, forecasting, and reporting • Regulatory controls and compliance • Project management • People management

CAREER SUCCESS

TEC Consulting, LLC | New Albany, IN | 2023 to Present.

→ **PRESIDENT AND CEO – IT MANAGEMENT CONSULTING, LLC**

My company will focus on working with Small to Medium size company CEO's and CIO's to leverage the 37 years of IT Experience that that I have with a Primary focus on ensuring that the company Truly is Associate focused. In my last role, I got to serve as an Executive Mentor to 4 diverse owned CEO's and I found that very rewarding for me personally to help them and watch them grow. The companies that I work with must demonstrate an Associate First strategy to me as that is critical to me as well. Leaders who do not know that their associates are the number one priority are likely companies that I will not want to work with. I have been told that I am a Closet HR person from one of my dear friends and I have learned that people first leaders create excitement and commitment like nothing else. The companies I will work with must have the highest Ethical and Moral compass for me to invest my time them regardless of the deal we strike together.

Travelers Rest, LLC | New Albany, IN | 2019 to Present.

→ **PARTNER – RENTAL HOME BUSINESS**



Built and manage Rental Home Business as part of my desire to focus on working for myself and creating long term wealth for myself and my family. We have 2 million in property value and generate revenues in excess of 150k per year with a gross Profit Margin of 50%

Humana, Inc. | Louisville, KY | 2001 to August 2023

Fortune 100 health benefits provider with 52K+ employees and \$41B annual revenue.

ASSOCIATE VICE PRESIDENT – IT VENDOR MANAGEMENT OFFICE (2019 – PRESENT)

Lead the development and operation of the IT Vendor Management Office Function. The team leads the management of our Vendor Portfolio of our most strategic vendor partnerships. Currently we actively lead the top 67 vendors that account for about 65% of our IT Spend. This includes vendors such as IBM, Salesforce, Microsoft, Workday and others. In addition, we manage operationally over 9,000 contractors that are used to deliver on the overall IT Budget for delivery then entire IT team in support of our Health Benefits mission. This team was my brainchild and we are about 3 year into implementation and are coving our cost while providing vendor services management to the IT SVP's and the Segment CIO's.

- **Managed Vendor Relations** for our key Software, Hardware, Telecom & Staffing vendors.
- **Concept-to-completion implementor** of our IT Vendor Management Function.
- **Focused on next-level Vendor Management functions** to ensure we maximize the value we obtain from our key vendor relationships.
- **Active supporter of Humana's Network Resource Groups for inclusion and diversity.**
- **Created and tracked KPIs;** presented to executive leadership and launched corrective actions, when necessary, to drive improvement across the board.

VICE PRESIDENT – INFORMATION TECHNOLOGY (2015 – 2019)

•• ***Appointed as the segment CIO of Group Insurance during major transformation*** ••

Promoted to deliver/upgrade end-user technologies and strengthen partnerships while governing large portions of the IT organization—encompassing business development, client service delivery, staff recruitment and training, and practice management. Oversee the refinement of IT infrastructure and manage up to 5K IT development resources and \$100M operational budget. Orchestrated digital transformation while leading multiple initiatives to strengthen top-tier relationships and ignite revenue growth.

- **Administered a \$400M budget** as 1 of 5 select members of Business Technology Leadership group – redirected resources to value-added activities, promoting cross-functional unity to achieve corporate goals.
- **Concept-to-completion implementor** of a 12K-seat Salesforce service project – led additional strategic operating initiatives including migration to Nuance Cloud IVR to improve product and market positioning.
- **Focused on next-level growth** – established foundation for agile product offerings and quick response to top-tier client needs; led the successful cloud well-executed strategy efforts and transitioned from prem solutions.
- **Owned security and audit remediation effort for \$300M** in software development across 4K resources.
- **Active supporter of Humana's Network Resource Groups for inclusion and diversity.**

CAREER SUCCESS CONTINUED...

- **Aligned teams and refocused organization** on increasing quality and value-add to business while cutting time to market to set the stage for sustainable growth.
- **Redefined key process with enterprise-wide impact on agile delivery of business capabilities.**
- **Created and tracked KPIs**; presented to executive leadership and launched corrective actions when necessary to drive improvement across the board.
- **Integral contributor and partner on team of 150 company leaders** that repeatedly eclipse expectations and guide company to achieve business objectives set by Board of Directors—earning the respect of CXOs and business leaders.

DIRECTOR – INFORMATION TECHNOLOGY (2001 – 2015)

•• *Chosen as director of IT to transform operational framework* ••

Career progression based on strategic planning abilities, superior communication and leadership skills in revenue expansion, strategic planning/execution, and team direction and motivation.

Operated as architect of business value as well as technical lead of CRM sales service and IVR assets. Appointed COE for IT compliance policy and process development as well as PMO head. Consulted with CXOs and senior IT leadership to analyze, discuss, and report on risks and KPIs to steer strategy and create forward momentum for organizational growth.

- **Led and motivated global teams to peak performance levels.** Ensured flawless delivery of cloud, network, mobility, server, data center, DBA, storage, monitoring, and supplier initiatives.
- **Developed an enterprise release process.** Ensured quality delivery and expected outcomes.
- **Co-developed corporate IT prioritization with CIO.**
- **IT director accountable for a claims processing platform replacement.**
- **Led IT learning services across classroom, online content, and communications.**



PAST CAREER HIGHLIGHTS

CAPITAL BLUE CROSS

Leveraged technology to drive improvements throughout the organization including implementation of HIPAA X12 code sets and heightened privacy and security requirements. Enhanced medical records platforms and optimized medical billing solutions for hospitals, medical practices, and laboratories.

EDUCATION, PROFESSIONAL AFFILIATION, & COMMUNITY SERVICE LEADERSHIP

Bachelor of Science (Management Information Systems)
INDIANA STATE UNIVERSITY – SCHOOL OF BUSINESS

Professional Affiliation: Lambda Chi Alpha Fraternity Alumni Associate
Community Service Leadership: Habitat for Humanity Volunteer Leader