

Dear reader,

I am a senior and seasoned executive in IT Services with a broad experience in a multitude of industries and markets. In over 25 years of practice I built attributes and management style that are critical in executive positions such as Chief Information Officer, Senior Vice President, and Chief Operations Officer. I am multi-functional and advocates value based Leadership. I have a proven record of progressive leadership experience in large multi-divisional and multi-national organizations that dealt with Retail, Small and Medium Businesses, as well as Large Corporations. I held executive positions as head of Information Technology, Product Management, Cloud Products Development, Operations and Customer Care.

I am Passionate about improving productivity and quality while increasing profits and customer satisfaction for. I advocates and practice a management style that focuses on: Value Based Management (develop staff, advocate for customers and grow organization (loyalty), pragmatism, staff mentoring and communication.

In my career, I managed \$1.2B Revenue, \$600M Operating budget, 20% EBITDA and above 1000 person Human Capital in direct and BPO settings. My Influence spanned 220+ sites worldwide.

Since 2008 I have I been involved in the Hosting Industry with NTT com through its holding Verio Inc. as a senior member of the leadership team. For Verio/NTT I developed and launched the first globally seamless enterprise cloud service to incorporate OpenFlow network virtualization technology for networks built within and between data centers (Read more here: <http://risetothecloud.com/ntt-com-to-launch-new-enterprise-cloud-sacramento-bee/>). I managed a Public Cloud offering (Cloudⁿ) that delivered IaaS, PaaS and SaaS products. I streamlined internal IT and aligned it to Business goals through the use of effective business intelligence. I revamped the webhosting line of business product portfolio to reverse revenue decline. I introduced Messaging as a new line of business challenging the webhosting industry to think differently about email. I implemented an innovative customer care strategy that increased customer satisfaction while reducing support cost. I modernized Verio's datacenters across the world to increase performance, stability and reduce footprint and MTTR. My successful contribution to Verio is finding new sources of revenue, keeping EBITDA steady while traditional hosting revenue is being challenged.

For the preceding 8 years at SITA (a US\$1.6 billion technology company operating in the Air Transport industry), I was a member of the senior leadership team and held IT, Engineering and Operations position. I joined SITA to build a US\$420 million airport and desktop services business unit, delivering innovation and supporting a 14% CAGR in revenues during that period. Under my leadership I led the team with several innovations. I introduced Kiosk Check-in to the industry, developed then next generation of SITA's flagship common use platform, AirportConnect, which went on to generate sales in excess of \$176 million per annum, overhauled a unique mainframe application that tracks lost baggage and deployed it as a web and mobile based service and, have restored a failing mission critical messaging application while extending its life and improving its performance. While in Operations at SITA, I implemented ITIL internally and at many of its Airport Customers, I developed business continuity plans for vital Airport functions and, overhaul Kiosk manufacturing and made it profitable and reliable.

Earlier achievements span diverse functions and industries, including construction, business services, transportation, communications, manufacturing, education, government, entertainment and consulting.

Areas of Expertise:

- Information Technology management and service delivery
- Cloud deployment and product launches
- Cost management and Profit and Loss (P&L) Responsibility
- Leadership, Coaching and Motivation
- Change management and turn around
- Offshoring and outsourcing
- Portfolio Management, Product Management and Product Development
- Systems Engineering, Integration and Implementation
- Service Management and Customer Service

I pride myself to have proficiency in leading highly accomplished technical staff to build centers of excellence, achieve business targets and facilitate competitive advantage.

Fluent in English and French, with an Executive Certificate in Management and Leadership from MIT, post graduate research in Management Information Systems [Ph.D. (abd)] and a Master of Science in Engineering, I am interested in executive level positions that are challenged by the demands of growth and success, where strong contributions are immediately expected. My enclosed Credentials should provide you with details of my skills and accomplishments.

Thank you for your time. Do not hesitate to contact me for questions.

Sincerely,

Gus Salamoun
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