

## MARK BRIDGES

10 Cowboy Lane - Dallas, TX 66779

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### CHIEF INFORMATION OFFICER

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Visionary and goal-oriented IT Senior Executive with demonstrated experience in planning, developing, and implementing cutting edge information solutions to address business opportunities. Develop strategic plans for worldwide implementation and operation of client services, product support, quality assurance, and training. Initiate and enforce strict budget controls addressing company need and promotion of growth. Adept at crisis management, trouble-shooting, problem-solving, and negotiating. Advance positive company image through public presentations. Experienced in joint application development, benchmarking, capacity planning, project and resource management, cross-functional team training. Masters Degree.

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### AREAS OF EXPERTISE

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Profit & Loss	Acquisitions / Mergers	Leadership
Budgeting	Vendor Management	Training / Mentoring
ERP	Internet / Intranet / Extranet	Team Building
Startups / Turnarounds	GroupWare/Data/Voice	Security/Disaster Planning

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### SELECTED ACHIEVEMENTS

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- Reduced costs 25% by negotiating vendor contracts and initiating performance standards, 2000.
- Increased business in specific business lines 30% by development of applications for national and international client electronic deliverable and data base solutions, 1997.
- Reduced legal exposure 50% by standardizing services, procedure, and products, 1995.
- Increased client base 10%, annually, through managed marketing plans and organic growth., 1994.
- Increased revenues 10%, annually, to the region by identifying, developing, and managing the acquisition / merger and integration of firms in the region in 1993.
- Developed and administered QA / QC and Internet audit system for young company that grew at an average of over 700% per year in fee volume, 1991.
- Restructured technical service centers at corporate headquarters resulting in 20%+ increase in profitability and efficiency at the departmental level, 1990.
- Installed UNIX based DEC dual VAX 6200 system, in 1989, and designed, developed, and installed ORACLE based project and activity management system on time and under budget.
- Delivered multimillion-dollar project, in 1988, from a zero resource position to completion on time and under budget at a profit in excess of 30%.
- Created, marketed, and managed new national projects adding revenues of 400% over a two-year period, 1987.

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### EXPERIENCE

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**ABC SERVICE INDUSTRIES, INC., Corp., Dallas, TX, 1990-Present**

ABC, Inc is a privately held company providing construction, engineering, environmental, testing, training and consulting services to the commercial, financial, real estate, healthcare, manufacturing and governmental markets.

**Senior Vice President, Information Systems and Data Systems Integration, Dallas, TX, Illinois, 1995-Present**

Manage staffing, budgeting, development, design, and integration of software and hardware systems for 160 multi-site operations and administrative centers for 2,500+ users nationwide. P&L responsibility with multimillion-dollar department budget. Oversee IT operational infrastructure and deliver technology resources to development projects. Perform technology assessments to enhance operations and standardize services. Develop standard software and hardware platforms and training programs. Work with cross-functional teams to ensure that the systems provide the most effective and comprehensive services possible to the users. Oversee the design and development of web and Intranet / Extranet sites in-house using cutting edge technology. Serve as Manager of ERP process. Report to CIO. Three direct and two indirect reports with additional reports based on project size.

- ↳ Brought all systems (in-house and vendors) into Y2K compliance.
- ↳ Reduced expenses 24% by introduction of Intranet and standardized reporting systems.
- ↳ Provide software solutions for clients as value added contract deliverables significantly increasing customer loyalty.
- ↳ Spearheaded development of 20 technical and financial in-house database applications, involving large amounts of data, resulting in less paper generation and faster review process reducing expenses by 2%.

**Senior Vice President, Program Management and Development, Detroit, MI, 1994-1995**

Recruited, hired, and motivated staff of 18 cutting edge senior professionals in the development and enrichment of technical and training programs nationwide. Enhanced and standardized technical service lines. Provided expert witness, public relations, and media support for national clients. Led team of Director level specialists in each service area. Initiated comprehensive training programs / refresher training classes for all levels of company (3,500 people) and client technical staff. Supplemented training required by state and national licensure programs. Created goal oriented sales and marketing training programs to increase national sales. Reported to COO. Ten direct and 20 indirect reports.

- ↳ Increased profits 2% due to standardization of service elements and review process.
- ↳ Added to client base by providing unique hardware and software solutions to client problems.
- ↳ Saved 50% in man-hours by standardizing merger and acquisition transitions into system.

**Senior Vice President, Southeast Region, Dallas, TX, 1992-1994**

Directed 25 high volume operation centers in ten states with team of seven senior level marketing managers. Developed detailed marketing and business plan by market service area and market sector. Supported operations centers by complementing and monitoring business development plans. Acquired new client business and added services to existing clients. Standardized software and hardware in the region. Reported to COO. Nine direct and 300 indirect reports.

- ↳ Initial fiscal year end profits exceeded 21%, 2% above company average.
- ↳ Member of corporate Information Systems Development committee.