

# DICK KANE

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Excellence lifts me in almost any form. From the genius of Vivaldi, the accuracy in the voice of Seal, to the beauty of an intense data algorithm providing insight where there was previously chaos. As a mentor, it is joyful to help team members rise, to experience the thrill of their own excellence, and to observe this becoming the fuel that sustains outstanding performance.

## **HIGHLIGHTS OF EXPERTISE**

- High energy enterprise building leadership with a keen business acumen
- Innovative business transformations within both the Fortune 100 and Start-ups
- Experience across multiple business sectors; medical device, connected health, IoT, Remote Patient Monitoring, information technology, international manufacturing, domestic manufacturing, marketing, financial services, and packaged goods
- Technical Strengths: Analytic, Cloud Computing, Business Intelligence, SQL, Data Architecture and Modeling
- A coach and mentor with commanding verbal and written communication skills

## **EDUCATION**

- **MBA** (Operations Management), Indiana University, Bloomington, IN.
- **B.S.** Business Administration (Quantitative Analysis), Indiana University, Bloomington, IN.  
With honors, supplemented with special studies in Computer Science

## **EXPERIENCE (not chronological)**

### **Smart Meter, Tampa, FL**

**5/2017 – 8/2021**

#### **Director of Operations (acting COO & CIO)**

- Member of the executive management team. Acting COO & CIO.
- Actively led evaluation of NetSuite, SAP and Accumatica leading to NetSuite enterprise ERP implementation.
- Strategically planned and executed a one-year process to take this embedded IoT medical device from FDA regulatory approval to mass production.
- Technology leadership for Connected Health, Remote Patient Monitoring, and IoT integration
- Responsible for the complete product development life-cycle; managed an electrical design and engineering team in North Carolina, a mechanical design and engineering team in Hong Kong, and embedded software engineering team in Pakistan, and a back-end cloud development team in Florida.
- Provided supply chain leadership for manufacturing operations and mass production; researched, vetted, sourced, tested, constructed, managed and optimized a supply chain that spans Singapore, Hong Kong, Shenzhen, Taichung City and Cleveland.
- Operations Management responsibilities include management of the design team, supply chain, quality management, regulatory compliance, and facilitation of off-shore assembly and packaging.
- IT responsibilities include front-end / back-end technology selection, management of IT development, functional design, design review, and quality management.

**Kaplan Inc., (Division of Washington Post), New York, NY & Fort Lauderdale, FL**

**01/2007 - 09/2009**

**Vice President**

Diversified global education business with \$2 billion in annual revenue and 27,000 employees.

- Reported to the CEO with responsibility to build corporate IT strategy and to build stakeholder relationships across this complex matrix-style organization
- Responsible for \$260M business unit serving 16,000 students in Undergraduate Business, Graduate Business, Undergraduate IT, and Graduate IT education with management responsibility for 70 administration, and 85 full time and 500+ part time faculty members.
- 2008 revenue of \$262M. Added \$34M to bottom line in 2008 with a 42% profit margin. Grew revenue to \$195M in 2007 from \$155M in 2006. Increased profitability to 38% in 2007 from 35% in 2006.
- Achieved growth using process improvement skills (Six Sigma) focused on business process efficiency and the competency of individuals (effectiveness) in their specific roles. Underperforming functions were analyzed and reorganized.
- Identified the need for an innovative marketing campaign, launched first-ever direct mail, email and paid-search marketing initiatives.
- Provided leadership through extensive training, mentoring and upgrading as necessary. Earned highest employee satisfaction and employee retention rankings in all of Kaplan as a result of creating a culture of opportunity, growth, learning from mistakes and real-time mentoring.

**Tampa Bay Co-Pack, Inc., Dade City, FL**

**10/2010 - 12/2011**

**Interim CEO**

Tampa Bay Co-Pack provides a wide range of contract beverage manufacturing services, including blending, processing, bottling, packing, warehousing, fulfillment, and distribution. Assumed leadership in the midst of a managerial crisis. Reviewed manufacturing technology and operational challenges resulting in a plan of action to turn-around poor performance and to drive the organization to profitability.

- Use of process mapping to review all operational and business functions, executed approved operational changes resulting in a 40% reduction in overhead costs
- Used sophisticated operations management techniques enabling the organization to eliminate the use of antiquated, inaccurate and confusing systems
- Reviewed team members for talent, expertise, competency and communication skills
- Presented recommendations to senior management and developed the plan to recruit new talent

**University College at the University Of South Florida**

**02/2012 - 10/2012**

**COO**

- Development of online learning platform to be integrated across all Florida Universities
- Constructed technical, business requirements, communication plan, and delivered proposals to the Provost
- Management of all budgeting and financial activities
- Evaluation of the leading LMS platforms including Moodle, Cornerstone and Canvas
- Leadership for migration from Blackboard to Canvas LMS
- Supported marketing & branding activities for University College
- Development of new online learning programs
- Managed and negotiated vendor contracts and relationships

**Visual Insights & Analytics, Saint Petersburg, FL**

**11/2013 – 6/2016**

**Founder**

Crafted the vision and built a company that changed the vehicle traffic analysis paradigm with the invention of technology able to yield instant deep insights into traffic flow, patterns, and prediction. Via Traffic Insights proved its value as a tool to reduce congestion and improve safety after immediate adoption by the U.S. military. The Via tool set assisted decision makers in the allocation of billions of dollars to maintain, expand, and construct new roads.

To create such a unique solution required both strategic vision and deep technical knowledge including extensive use of SQL, PLSQL, Entity Relationship Diagramming, and Tableau BI development tool sets to test and to develop fundamentally new data architectures. This was accomplished by merging data science, business intelligence, and telecommunication technologies while executing in an Agile environment. Sprint reviews included detailed functional narratives, process flows, screen mock-ups, and logic diagrams outlining pseudo-code for critical algorithms.

**Valpak, Saint Petersburg, FL**

**6/2016 – 5/2017**

**Senior Business Intelligence Analyst**

Technology and development leadership for complex business analysis and business intelligence systems. Heavy SQL development, MicroStrategy and data architecture in a world class Agile environment.

**Startup Quest, Pinellas County, FL**

**06/2013 - 10/2014**

**Leadership Facilitator**

Provided facilitative leadership of this \$12M innovative training initiative from inception through the completion of two training cycles. Startup Quest 2013/14 impacted the lives and professional development of over 100 Pinellas County professionals as they completed their education related to the commercialization of emerging technologies.

- Certified facilitator for this \$12M initiative funded by the U.S. Department of Labor
- Demonstrated outstanding communication skills with all stakeholders
- Program graduates created more than 20 new companies in the State of Florida and having a substantial positive impact on many local economies
- Educated professionals on commercialization strategies for cutting edge and innovative technologies
- Developed the detailed project plan for each cycle, assigned tasks, managed timelines, and resolved obstacles to assure success

**Care Monitoring 2000, LLC. Clearwater, FL**

**10/2012 - 06/2013**

**Senior Director – Acting CIO**

Initially engaged by the UK based parent company to port an incumbent technology to the US. Excellent analysis of the complex business requirements and technical issues resulted in expanded responsibility to construct a plan to support the migration of all platform functions to the US market. Responsibilities included:

- Technical specification to meet US based user requirements across all business and IT functions
- Negotiation, selection and management of vendors for mission critical activities
- The use of CRM, financial management and project tracking tools to track technical implementation of all customization initiatives and to ensure successful project delivery

**Link-Systems International, Inc., Tampa, FL**

**09/2009 - 09/2010**

**Senior Business & Systems Analyst**

- Responsible for strategic planning and systems planning for a new business unit in the Business Intelligence software sector of Higher Education.
- Responsibilities included regulatory and compliance reviews in addition to all tasks related design, development and prototyping initiatives.

**Previous Experience**

- **Fidelity Investments**
- **Countrywide Financial Services**
- **Procter & Gamble**