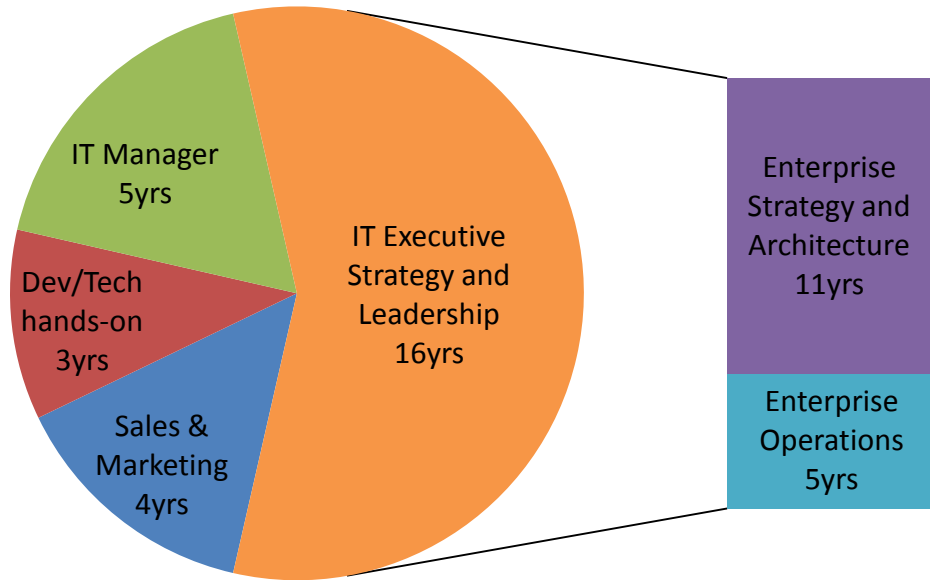


Ray MacDonald, MBA · ITIL

Global/Enterprise I.T. Leadership

www.raymacdonald.com



Global IT responsibilities:

- Technology Architectures standards and roadmaps
- Program Governance
- Vendor Management
- IT Organization Design
- Services Management

By the numbers:

- \$300M capital projects
- \$185M operating budgets
- 230+ directly managed
- 100+ concurrent projects

Office work locations: Toronto · London · New York · Boston · San Francisco

Leadership Positions:

- Senior Project Executive (current)
- Senior Director, Enterprise Architecture
- Senior Director, Infrastructure
- AVP, Global Service Operations and Tech Support
- AVP, Global Technology Architecture

Practicing life-long learning:

- ❖ Executive MBA, 2010
- ❖ Business Marketing Diploma, 2006
- ❖ Ivey Leadership, Ivey Managing IT Effectively
- ❖ Gartner Symposium 2013
- ❖ ITIL Certified

Key Responsibilities:

- Enable state-of-the-art infrastructure at TD Bank
- Transform IT Infrastructure and reposition Enterprise Architecture at Loblaw Companies
- Develop global shared services at SunLife
- Innovate new infrastructure services at Bell
- Create global technology architecture and consolidate global services at Marsh/Mercer
- Architect and lead global IT services at Oracle

Key Successes:

- ✓ Delivered TD Bank ITS programs MBNA, Aeroplan
- ✓ Transformed organization from lowest to highest morale at Loblaw while delivering \$300M in new projects while protecting business service levels
- ✓ Restructured a global Sunlife team realizing service failures becoming less than 20% of trend
- ✓ Improved Bell's build time by magnitude of 20x
- ✓ Enabled achievement of Oracle's "save \$1B"

