

WILMOT GIBSON

CHIEF TECHNOLOGY OFFICER

Technology Strategy • Enterprise Transformation • Infrastructure • Service Delivery • Commercial Growth

EXECUTIVE PROFILE

Executive technology, program, and commercial leader with experience shaping and delivering complex technology initiatives for Fortune 500 organizations and international clients. Brings a distinctive combination of infrastructure expertise, enterprise service management, identity and access management, project recovery, strategic planning, and deal leadership. Known for stabilizing high-risk engagements, aligning technical execution with business priorities, and building accountable teams that exceed client expectations.

CHIEF TECHNOLOGY OFFICER VALUE PROPOSITION

- **Technology strategy and governance:** Translate enterprise objectives into scalable technology priorities, operating models, investment decisions, and measurable delivery outcomes.
- **Enterprise architecture and infrastructure:** Lead data-center, internet services, telecommunications, identity-management, capacity-planning, and performance initiatives across complex environments.
- **Operational excellence and resilience:** Establish ITIL-aligned service management, risk controls, performance discipline, and recovery plans for critical technology programs.
- **Transformation leadership:** Mobilize cross-functional teams, manage stakeholders, and restore confidence in escalated or underperforming engagements.
- **Commercial and partner strategy:** Connect technical capabilities to client value, negotiate complex engagements, and support major account growth and strategic bids.

CORE LEADERSHIP CAPABILITIES

Technology Strategy & Roadmaps	Enterprise Architecture & Infrastructure
Cybersecurity / Identity Management	ITIL Service Management & Governance
Program Recovery & Risk Management	Data Center & Internet Services

SELECTED TECHNOLOGY & BUSINESS IMPACT

- **Protected more than \$150 million** in annual revenue by developing and managing rescue plans for two strategic identity-management entitlement implementations in escalation.
- **Led the design and implementation** of an Internet Service Provider data center and its operating procedures, enabling internet and online-service access from the United States and Europe for Egyptian government members, university students, and the public.
- **Directed the business-development team** through a competitive bid that secured a \$1.5 billion, 10-year OEM agreement with Nortel Networks for the infrastructure platform supporting next-generation VoIP services.
- **Developed and led implementation** of an ITIL-based service-level management framework for a major telecommunications company.
- **Created and executed** a regional account strategy that produced more than 620% revenue growth, expanding annual revenue from \$1 million in 2004 to more than \$6.2 million by 2009, with \$13 million achieved in FY2006.
- **Developed and managed** a customer-acquisition process-improvement initiative for UNUM Life Insurance Company.

LEADERSHIP APPROACH

Combines executive-level strategic planning with hands-on program discipline. Builds alignment among business leaders, technical teams, partners, and clients; clarifies accountability; anticipates delivery risk; and keeps technology investments focused on reliability, scalability, customer value, and sustainable growth.

EDUCATION

Executive MBA — Fox School of Business, Temple University | 2022

Bachelor of Science, Industrial Technology / Business Administration — University of Southern Maine | 1993

PROFESSIONAL CERTIFICATIONS & DEVELOPMENT

- Project Management Professional (PMP), Project Management Institute — 2002
- PRINCE2 Registered Practitioner, UKAS-AMP Group — 2002
- ITIL Foundation Certification, Pink Elephant — 1999
- Sun Six Sigma Black Belt Training — 2003
- Expert, Principles of Managing Iterative Development, Sun Education — 2002
- Expert, Capacity and Performance Planning, Sun Education — 2001
- Risk Management and Managing Client Relationships — 2006
- Target Account Selling (TAS) Training — 2008