

## Claudio Girolami

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A dynamic technology leader with extensive strategic and hands-on experience across the entire IT spectrum. Expert in designing and delivering AI-enabled enterprise applications, on-premises and cloud infrastructures, SaaS integrations, and cyber-security solutions for multi-location and global organizations. Proven ability in building, mentoring, and leading top-performing teams. Experienced in managing vendors, budgets, and finances for IT, Operations, and Facilities.

### **Professional Skills Highlights**

- Leading IT departments and operations in nonprofit, corporate, and entrepreneurial environments for many industries: advertising; communications; fundraising; finance and accounting; telecommunications; manufacturing, sales, order processing and fulfillment; inventory and warehousing; logistics; transportation.
- Developing 1-3-5-year roadmaps for IT and operations, aligning business priorities and goals.
- Microsoft Business Central, Dynamics, Salesforce, and custom ERP and CRM implementations.
- Designing and managing on-premises and Azure infrastructures for multi-site organizations.
- Serving as CISO, developing cyber-security policies and procedures.
- Zero Application/Data Disaster Recovery and Business Continuity plans.
- Directed on/off-shore teams of up to 40 people.

### **Career Highlights**

#### **International Federation of Accountants (IFAC) | Chief Technology Officer |2020 - Current**

With employees around the world, IFAC is a nonprofit global organization developing and supporting the accounting standards for more than 145 countries. Reporting to the CEO, I am responsible for:

- Developing and implementing short, medium, long-term IT strategies to support organizational goals and global operations.
- Managing, overseeing, and maintaining relationships with managed service providers for IT, Operations, and Facilities, ensuring delivery of effective and secure services while identifying cost-saving and performance-enhancing opportunities.
- Designing, implementing, and maintaining IT systems, on-premises and in-the-cloud infrastructure, ensuring alignment with global operating models and business requirements.
- Managing the CapEx and OpEx for IT, Operations, and Facilities
- Collaborating with senior leadership and stakeholders to plan and execute IT enhancements and projects in support of the organization's strategic objectives, including support for staff worldwide.
- Implemented Microsoft Dynamics 365 Business Central and automated financial processes.
- Currently implementing Dynamics 365 CRM – Customer Insights.
- Providing leadership on the adoption and implementation of Artificial Intelligence tools.
- Championed custom AI-GPTs and Azure Foundry agents and bots to enhance organizational capabilities and innovative ways to deliver content.
- Migrated Budgeting and Forecasting system from Adaptive Planning to Limelight.
- Serving as CISO and implemented cyber-security software, policies, and procedures with comprehensive KPIs and controls.
- Identify, assess, and mitigate IT-related risks as part of the Risk Management process.
- Established a 24x7x365 Helpdesk supporting employees in multiple countries.
- Migrated data centers to Azure, improving redundancy, performance, and achieving significant cost reductions while implementing a serverless on-premises environment across the sites.
- Designed and implemented conference rooms with advanced A/V technology.

## **Central Synagogue | Director of Technology/CIO | 2014 - 2020**

Reporting to the Executive Director, I oversee the development and implementation of the five-year technology strategic plan for this nonprofit organization, which has \$28 million in revenue, more than 7,000 members, and 150 employees across three locations.

- Renegotiated all SLAs and IT contracts with all service providers and vendors.
- Engineered and implemented an MPLS network across multiple data centers and locations.
- Served as CISO and deployed CrowdStrike while implementing new security policies and KPIs.
- Managed the CapEx and OpEx IT budget .
- Led the implementation of Salesforce.com and Intacct Cloud Accounting.
- Championed the design of the Central Synagogue's first smartphone mobile app.
- Migrated traditional PBX to a cloud-based VoIP system.
- Selected, implemented, and maintained various technologies (CRM, Website, Congregants Portal, Citrix, VM-Ware, MS-SQL, Office 365, SharePoint, Mobile Applications, Resource Scheduling, etc.).
- Offered business process re-engineering and transformation expertise.
- Served as a technology advisor for various departments.

## **PICS International | Chief Information Officer | 2008 - 2013**

Led the IT department and operations across the US, Europe, and Asia for the largest US-based vendor of switching and telecommunications equipment. Reporting to the CEO, I was responsible for the implementation of the ERP/CRM sales force automation SugarCRM system for this \$90M revenue company with 200 employees in 16 locations worldwide.

- Overhauled PICS International data centers and network grid spanning multiple sites in the US, UK, and Asia.
- Launched warehousing, inventorying and order management and fulfillment operations in Hong Kong.
- Maintained and upgraded MS-SQL servers, Citrix, ESX Virtual Servers, and SharePoint.
- Achieved ISO 9001 and TL9000 certifications for order processing, fulfillment and recycling operations.
- Championed development and implementation of mobile applications with barcoding and scanning
- Designed and implemented a multi-lingual/multi-currency web-based portal that included consignment inventory management, asset procurement, and order management and tracking functionality.

## **NewWave Consulting Group, Inc. | Vice President of IT | 2000 –2008**

Delivered Microsoft .NET custom software applications, systems virtualization, and network infrastructure solutions for clients in various industries. Successfully executed multiple large-scale initiatives on time and under budget. Managed on/off-shore teams of up to 40 people

Notable clients: Kodak, Screenvision, Genesee & Wyoming RR, Verizon Wireless, Rochester Telephone, Bank of China, Ronald McDonald House Charities at Rochester Strong Memorial, Paychex, SentrySafe

## **Volunteer Work Experience**

**RIDE International | Board Member | 2022- Current**

**Taproot Foundation | IT Director | 2013 - 2015**

## **Academic Education**

**BS, Computer Science, and Mathematics:** St. John Fisher University