



# Steve Phillips

*Fractional Executive CIO/CISO/CRO*

## About Steve

Steve is a people-first leader who inspires and builds sustainable teams with an unrelenting focus on results. In his 25-year career as a CIO, Steve has set and delivered digital transformation strategies that propel innovation and top and bottom-line growth, as well as offer competitive differentiation. As a seasoned IT professional, Steve has successfully cut IT expenses while simultaneously improving service levels and streamlining operational processes. Steve is bringing his tenured experience to help mid-market companies achieve and exceed their goals.

## How Steve has Helped Optimize Business Performance

- **Margin Optimization** – Reduced IT expense by \$20M while simultaneously reducing system downtime by 50 percent, through platform consolidation, aggressively managing IT vendors, making targeted investment to remediate infrastructure “tech debt”, and introducing disciplined operational processes.
- **Digital Transformation** – Developed and delivered digital platforms that support new go-to-market business models such as e-commerce, services delivery and reverse logistics. Deployed AI (Artificial Intelligence), RPA (Robotic Process Automation) and chatbot technology to optimize operational and financial performance, which enabled \$125M of new digital revenue.
- **Mergers and Acquisitions** – Set and delivered technology integration strategies for more than 50 acquisitions. Scaled IT platforms and teams to support associated revenue growth.
- **Cybersecurity** – Led a transformative information security program that included the onboarding of a CISO, along with a dedicated security team integrated into IT and business teams. Led company through a complex ransomware incident. Materially upgraded monitoring, protection and incident response capabilities.
- **Talent** – Invested in, built and retained a high-performing global IT team with a 2 percent voluntary turnover rate. Has successfully mentored multiple senior IT leaders into CIO/exec board roles.

## Expertise

### Industry Experience

- BPO/Call Centers
- Distribution and Supply Chain Management
- Manufacturing
- Consumer Electronics

## Specialties

- Business and Technology Alignment
- Setting, Implementing Technology Strategies
- Digital Transformation
- Scaling Technology Platforms for Growth
- Building High-Performance Teams
- Risk and Compliance

## Contact Information

Steve Phillips  
 Phone: (858) 344-5054  
[steve.phillips@tagcxo.com](mailto:steve.phillips@tagcxo.com)  
[www.tagcxo.com](http://www.tagcxo.com)

## Technology Executive Experience

- Executive Vice President and Chief Information Officer at Alorica, a 100,000 employee BPO provider that supports major U.S.-based communications, financial services, healthcare, retail, on-line and tech companies with 2B+ customer interactions every year.
- Senior Vice President and Chief Information Officer at Avnet, one of the world's largest distributors of electronic components with 15,000 employees, operations in 125 countries and 2.1M customers.
- Senior Vice President and Chief Information Officer at MEMEC, a global electronic component distributor.
- Senior Vice President and Chief Information Officer at Gateway Computers, a B2C and B2B PC and consumer electronics manufacturer.

## Leadership Recognition

- CIO Hall of Fame Inductee
- MIT Sloan CIO Leadership Award Finalist
- HMG Strategy Transformational CIO Leadership Award

## Education and Professional Qualifications

- Fellow of the UK Institution of Engineering and Technology
- Fellowship of Manufacturing Management at Cranfield University
- Postgraduate Diploma in Management Studies from University of West London
- BSc (Hons) Electronic Engineering from University of Essex