Shan Arrington

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Vice President, IT Operations

I am an accomplished industrial IT executive with 15+ years of experience driving digital transformation and operational excellence across multinational manufacturing organizations. Proven ability to drive the strategy of large-scale business and technical initiatives, modernizing IT/OT infrastructure and building high-performing teams with 90% employee retention. I have reduced support costs by $20M annually and produced $120M EBITDA impacts across the global supply chain / distribution network by leveraging AI/ML, enterprise automation and warehouse management systems.

WORK EXPERIENCE

LIBERTY STEEL GROUP   07/2023 - 07/2025
Vice President, Information Technology   New York, NY

- Directed operations for a global steel manufacturing organization supporting 30,000+ users across North America, EMEA, and APAC. Modernized outdated infrastructure, optimized distribution capabilities and increased production throughput by 50% to secure venture equity funding.
- Harmonized enterprise applications (ERP, CRM, WMS, SCM, MES) across 14 facilities, simplifying business processes improving production cycle time by 75%, work order execution by 33% and increased revenue by $120M.
- Automated over 40% of the Order2Cash and Procure2Pay process through Artificial Intelligence and Machine Learning, reducing over 10,000 hours of repetitive tasks, freeing up resources to focus on strategy and customer satisfaction.
- Spearheaded a strategic digital transformation roadmap consisting of infrastructure modernization, SaaS application deployments (ERP, CRM, MES, WMS, SCM), cybersecurity, and data analytics.
- Harmonized all plant business systems by integrating ERP, CRM, and WMS (Manhattan), improving production scheduling and work order execution time by 33% (8 hours daily).
- Led a 50+ FTE digital team, improving employee retention rate from 50% to 90% in 1 year by empowering and educating the team, creating think tanks and idea incubators to foster thought leadership and career growth.
- Migrated 80% of on-premises infrastructure to a scalable Azure Cloud solution, shifting data costs from capital expenditure (data center/hardware) to an operating expense (cloud usage), securing critical infrastructure, and mitigating cyber risk by 25% based on 2022 Ernst & Young cyber assessment.
- Launched AI-driven ITSM helpdesk automation and an innovative self-service portal, reducing incident volume by 800+ tickets per month (60%), improving production up time, and reducing support costs by $2M annually.
- Institutionalized Agile practices across the global PMO, trained all technical staff, and certified 12 Scrum Masters and Product Owners. Achieved total Agile adoption in 4 months, delivering over 60 Agile projects in 6 months.
- Architected the company's first consolidated Disaster Recovery Plan, securing vital assets and guaranteeing 99.9% uptime and ensuring business continuity for critical operations
- Reported directly to CFO and meticulously managed a $25M annual IT cost center budget with full P&L responsibilities. Reduced COGS and improved EBITDA by partnering with the Executive Leadership Team to align technology investments with financial strategy.

CEMEX Inc.   08/2021 - 11/2023
Sr. Director, Head of Delivery Practice   Miami, FL

- Directed global IT operations supporting 40,000+ users across North America and Latin America for a leading cement manufacturing organization.

- Developed and executed 3-year technology roadmap encompassing cloud migration, ERP/CRM integration, IoT deployment, AI/ML automation, and predictive maintenance, delivering 40% reduction in unplanned downtime and 25% improvement in production throughput.
- Deployed enterprise IoT solution with 5,000+ sensors for real-time cement production monitoring, reducing downtime and maintenance costs by 25% while optimizing inventory management.
- Implemented SAP 4/HANA across 20+ facilities in the US and Mexico impoving business processes which lead to over $100M in EBITDA savings and revenue generation.
- Implemented AI/ML across our Quality Management System improving First Time Yield by 22% eliminating waste, defects, and rework across cement manufacturing processes.
- Scaled IT organization 6x (15 to 90+ FTEs in 8 months), transforming IT into a strategic enabler that supported $90M+ revenue growth leading to a critical venture equity funding investment.
- Led multi-cloud migration from on-premises data center to AWS/Azure, shifting to OpEx model and securing critical infrastructure while reducing support costs by $4M annually.
- Championed Scaled Agile transformation across 200+ production and IT staff, achieving 98% on-time project delivery and reducing cycle times.
- Ensured regulatory compliance across all IT platforms and financial systems (GDPR, SOX, GAAP), maintaining alignment with accounting standards and industry best practices.
- Optimized vendor portfolio of 400+ suppliers, negotiating $13M in annual savings through rigorous contract reviews and SLA enforcement with quarterly performance audits.

CPRIME   10/2021 - 06/2023
Head of Practice, Enterprise Solutions Architect   San Francisco, CA

- Led world-class digital delivery practice with 20+ solution architects and analysts, implementing enterprise digital transformation programs for manufacturing and industrial clients across North America.
- Recognized as 2022 Solution Architect of the Year for exceptional delivery excellence, revenue growth, and achieving 98 NPS (Net Promoter Score).
- Directed over 40 large-scale ERP implementations and migrations for Fortune 500 (Infor, SAP, Oracle, Epicor) manufacturers including John Deere, Case New Holland, and Caterpillar, reducing implementation timelines by 30% and accelerating time-to-value.
- Managed vendor and supplier ecosystem of 450+ technology vendors and service providers, negotiating strategic partnerships that delivered 99.9% uptime, 15% cost reduction, and 95%+ SLA achievement.
- Partnered with C-suite to align technology roadmaps with business strategy, prioritizing $40M+ in initiatives for maximum ROI and digital transformation impact.
- Built and scaled $40M book of business, achieving 200% of Year 1 revenue target, 42% gross margins, and 50% improvement in client retention through consultative relationship management.
- Championed AI/ML, RPA, and analytics solutions that delivered measurable operational improvements, reduced employee turnover, and increased plant performance metrics by 20%+ across client portfolio.

Team Supply Chain and Logistics   02/2016 - 08/2021

Regional logistics company focused on providing over the road transportation of goods.

Chief Executive Officer • Full-time   Peoria, Illinois

Managed the day-to-day operations of a small nationwide OTR trucking company focused on dispatching, fleet management, maintenance, driver performance and regulatory compliance. Implemented automation and technology solutions to optimize routing, reduce fuel consumption, and enhance on-time delivery, driving continuous operational improvements and cost efficiencies across the entire fleet.

TEKSYSTEMS   02/2018 - 05/2021
Sr. Delivery Manager, Cloud and Digital Transformation   HANVOER, MD

- Standardized distribution systems model, enhanced supply chain control and visibility, improved inventory accuracy by 65% through ERP integration and technical best practices.
- Revamped IT Service Management helpdesk for Adidas, achieving 89% SLA adherence and 97% customer satisfaction by implementing ITSM best practices within 6 months.

- Executed a comprehensive cloud migration strategy within 12 months, transitioning legacy systems to Azure and AWS, resulting in a 30% reduction in operational costs and improved data accessibility.
- Designed and implemented talent management framework for 60+ technical staff (onsite, remote, FTEs, interns, contractors), establishing regular cadence of one-on-ones, performance reviews, and team-building activities that reduced turnover by 50% and improved team performance metrics.
- Deployed ServiceNow Digital Excellence program across 600+ Adidas North America distribution centers and retail locations supporting 60,000+ users, contributing to record $40B revenue performance in FY2021 post-COVID recovery.
- Created customer satisfaction incentive program that increased survey feedback by 1,300% (from 340 annually in 2019 to 400+ monthly in 2020), enabling data-driven service improvements.
- Implemented enterprise disaster recovery and business continuity program, including backup power and redundancy protocols, reducing critical system failures by 42%.

Network Business Systems   **01/2001 - 01/2012**
CEO and Owner

IT Consulting and Advisory Services Network Infrastructure modernization and digital transformation for manufacturing/ industrial clients.

EDUCATION

Bachelor of Science in Computer Science

Capella University   Minneapolis, MN

- Dean's List (3x)
- National Honor Society

Associate of Arts in Electronic Engineering

Hamilton Technical College   Davenport, IA

CERTIFICATIONS

Lean Six Sigma Green Belt

Project Management Professional (PMP)

Certified Scrum Master (Scrum.org)

SAFe certified (Release Train Engineer)

Microsoft Azure Administrator

Microsoft 365 Tenant Administrator

Microsoft Certified 365 Administrator

Microsoft Teams Certified Administrator

Cisco Networking Protocols

ITIL v3

ITIL v4

Microsoft Azure AI AZ900

VOLUNTEERING & LEADERSHIP

Hawley Hills   01/2025 - Present
Board of Directors

IT Cares   01/2025 - Present

ISACA   01/2024 - Present

Society of Information Management   01/2021 - Present
Regional Chapter

Illinois Chamber of Commerce   01/2020 - Present
Tech Committee Board

National Association of Manufacturers   01/2019 - Present

Capella University   01/2020 - 01/2024
Alumni Board

John Maxwell Leadership Council
speaker

professionally trained and certified in Public Speaking, Organizational Change Management and Executive Communication.

Boy Scouts of America

Fellowship of Christian Athletes

SKILLS

Change Management, C-Level Advisory, Stakeholder Management

CORE COMPETENCIES: Artificial Intelligence / Machine Learning, Budgeting Management and Cost Control, Change Management, Cloud Architecture, Cybersecurity and Risk Management, Data Analytics, Digital Transformation / Industry 4.0 Initiatives, ERP, CRM, and SaaS Implementations, Industrial IT Leadership, IT Governance, ITSM/ ITIL Service Management, Network Operations and Infrastructure, Plant Systems Uptime, Servant Leadership, Smart Manufacturing & Automation, Team Building & Talent Development, Vendor / Contract Management, Warehouse Management System Implementations