



BOZICH CONSULTING KEY QUALIFICATIONS

About Karen Bozich Bennett

Karen has always been passionate about quality and value in delivering Information Technology. In managing her own consulting company, Bozich Consulting, LLC, she has been sought after to provide high-level guidance to the development of IT strategy and leadership to complex IT programs and projects. As a CIO and IT Director, Karen has been responsible for the design, installation, and management of the technologies and systems that drive the impressive casino/resort properties of Wynn Las Vegas, Bellagio, Beau Rivage, Treasure Island, and Wynn Macau. Her four years as Consulting Manager for Ernst & Young set the initial foundations for ensuring business value via excellence in IT project management, software development, and in a focus on the internal and external customer. Selected accomplishments of her 20+ years in Information Technology include:

❖ IT Strategic Planning

- Developed full IT strategic plans for two multi-billion dollar startup companies including presentations to Boards of Directors
- Responsible, as CIO, for developing IT strategy and action plans for Fortune 500 company
- Chaired “IT Steering Committees” with the goals of a) ensuring IT alignment with business objectives, b) gaining support for business-driven IT initiatives, and c) agreeing on IT priorities
- Key IT visionary for mission-critical guest service initiative resulting in the selection and deployment of both a new CRM system and a strategic integration platform

❖ Project and Program Management

- Primary IT program manager on highly complex, inter-dependent business initiative which resulted in the successful completion of a \$40M set of IT projects, acquisition and deployment of 100 business applications systems, design and implementation of cable plant for 215 acre new building, design and completion of 5000 square foot data center, selection/acquisition and deployment of highly secured 10,000 node network and VoIP telephony system
- Senior Project Manager providing hands-on project oversight to an in-progress \$25M IT project ensuring its successful completion and risk avoidance
- Led the software development of a “first-ever” MS Windows-based Hotel Management System, an Order Processing System, and Governmental Management Systems
- Project managed the acquisition and deployment of business systems in the areas of Finance, Accounting, Human Resources, Timekeeping, Payroll, Inventory/Purchasing, Hotel Management, Casino Management, Food & Beverage Management/Point of Sale, Retail Point of Sale, Entertainment, Golf Management, etc.
- Extensive experience with hands-on program/project management on the following types of projects:
 - Business System Requirements Analysis, Vendor Selection, and Deployment
 - Business Systems Development
 - Systems Integration

- VoIP Telephony Systems Selection and Deployment
- Network Technology Selection and Deployment
- Data Center Design and Completion
- Cable Plant Design and Completion
- All Technology Architecture/Systems for New Business/Building Startup, Development, and Opening
- Defined and introduced standard IT project management methodology and matrix team management approach to 200-member IT department
- Led the creation and execution of multiple risk assessment, avoidance, and mitigation plans

❖ **IT Human Capital Management**

- Managed committed and motivated IT teams, both as a consultant and as an employed manager, for more than 20 years
- Built 3 IT departments from scratch (largest was 60 staff) by first aligning the organization design to the business operation, then defining the organization chart, creating job descriptions, developing salary structures, recruiting, hiring, and developing the staff
- Reorganized IT roles and teams as business strategies/operations changed, and to reach highest performance
- Managed project teams, software development teams, consulting teams, and entire IT organizations

❖ **Interim IT Management**

- Engaged for 1 year as “interim CIO” to create an IT strategy, define/build an IT organization, and to provide IT leadership for a large international startup company
- Performed in “Senior Project Manager” capacity to provide oversight to an in-progress, \$25M multi-project IT program keeping the project on-track and risk averse to its successful conclusion
- Have successfully performed in roles of CIO, IT Director, Business Systems Manager, Project Manager, Systems Development Manager, System Engineer

