

# Kyle D. Augustin

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## GLOBAL IT DIRECTOR

### Strategy • Growth • Innovation

Senior IT Manager with 20+ years global experience transforming business goals into effective technology strategies. A collaborative leader known for fostering strong business relationships and empowering teams. A champion of Agile practices to reduce costs and improve project delivery. Expertise in building and managing technical roadmaps and portfolios that drive operational efficiency and provide secure, integrated, scalable technology solutions for business growth. Experienced and enthusiastic about leveraging emerging technologies, like robotic process automation, to drive innovation and enhance customer experiences.

### CAREER HIGHLIGHTS

#### Delight the Customer

Exceptional customer experiences through client-focused solutions

#### Innovate & Improve

Leveraging mobile and automation technology to drive efficiencies

#### Enables Business Growth

Translates business goals into tech solutions for operational excellence

### AREAS OF EXPERTISE

Coaching/Mentoring • Team Building • Operational Excellence • Project Leadership • Change Management • Cross-Functional Collaboration • Relationship Management • Product Roadmap • Vendor Relationships • Budget Management • Solution Architecture • Enterprise Architecture • Agile Methodologies

### PROFESSIONAL EXPERIENCE

#### **The Clothing Company, Inc. – Montpelier, VT**

06/2012 – 10/2024

*Provider of outdoor gear and apparel that inspires an appreciation for the outdoors while promoting conservation and sustainability.*

#### **Sr. IT Manager – Core Products**

**Direct Reports 28 | Capital Budget \$14M | Operating Budget \$9.3M**

Collaborated cross-functionally with leadership and business teams to translate business goals into a multi-platform IT roadmap. Oversaw strategic planning, budgeting, and financial forecasting to support prioritized IT initiatives. Directed Enterprise Systems, Integration Operations, End User Computing, Help Desk, Application Support, and offshore Managed Services team supporting integration platform and enterprise monitoring. Leveraged Scaled Agile Framework (SAFe) Scrum practices and Azure DevOps to improve project delivery and automated deployment.

- Championed adoption of Agile practices within Azure DevOps, incorporating Scrum sprints to achieve a 15% annual reduction in product improvement costs.
- Supported employee growth through coaching and promoting continuing education, resulting in 60% of team members advancing to senior positions.
- Migrated Oracle Financial, Merchandise Planning, Retail Allocation, and Order Management to SaaS platforms, streamlining infrastructure, reducing legacy support, and achieving a 30% improvement in system uptime to 99.5%.
- Transitioned fulfillment, logistics, and rate-shopping platforms to the cloud, enhancing operational efficiency and reducing order delivery times by one day, resulting in a 15% reduction in costs.
- Implemented robotic process automation on the MuleSoft platform, creating virtual cart paths for order fulfillment and warehouse replenishment, resulting in \$2.2M in annual savings from 60 FTE temporary workforce reductions.
- Migrated retail POS and sales audit applications to an iOS-based platform, consolidating global transaction types, cutting checkout times by 10%, and delivering a more mobile-driven, customer-focused sales experience.

- Improved business/platform agility by consolidating four integration applications into MuleSoft Anypoint Platform, saving \$430K in support contracts while enabling faster builds, enhanced data transformation, and stronger security.
- Consolidated to a 24/7 single delivery service platform, introducing customer self-service and achieving a 10% improvement in first-call resolution, a 73% decrease in service requests, and savings of 3 FTEs.
- Led cross-departmental collaboration to develop and execute the enterprise-wide Disaster Recovery Plan, reducing unplanned interruptions to zero.

**Whole Foods, Inc. – Schaumburg, IL**

06/1987 – 06/2012

*A leading food distribution company providing food products and business solutions to 250K+ restaurants & food service operators.*

**IT Manager**

**Direct Reports 11 | Capital Budget \$2.3M | Operating Budget \$1.2M**

Managed cross-functional teams responsible for enterprise computing platforms and network system applications. Led design, upgrades, implementation planning, and enhanced application functionality in sales processing, automation, financials, warehousing, delivery, purchasing, and forecasting. Directed daily IT operations, including onboarding, training, and professional development of technical and operational staff. Created and maintained IT capital, expense, and payroll budgets. Collaborated with stakeholders to develop policies and processes used by division employees to improve customer service measures and increase employee efficiency.

- Launched 24/7 helpdesk support team with customer-focused Service Level Agreements (SLA), resulting in a 50% improvement to 90% first-call resolution rate.
- Drove digital sales innovation by developing tradeshow mobile applications for real-time order processing, boosting sales performance by 7.6% and generating \$17M in additional bookings.
- Implemented real-time integration solution servicing \$30M wholesale and retail grocery clients, reducing costs for invoicing, inventory management, and shipping advice.
- Architected global integration of four CRM systems into single platform of consolidated data, retiring 16 servers and saving expenses from 3 Managed Service Agreements.
- Crafted and executed strategy for implementing multi-lingual voice-automated fulfillment system (VOX), decreasing delivery time and eliminating \$132M per year in printed documents.

**TECHNICAL CAPABILITIES**

Development Management • Cloud Computing • Point of Sale Systems (POS) • Retail Management Systems • Supply Chain Management • Inventory Management • Oracle Financial/Fusion • Systems Integration • Enterprise Resource Planning (ERP) • Logistics & Supply Change Management • Project Management • Azure DevOps • IT Service Management • IT Operations • Product Development

**EDUCATION**

Associates Degree (A.S.) • National Technical Institute • Cross Lanes, West Virginia