

Joseph S. Caiola Senior Information Systems Executive

Bottom-line oriented executive with over 15 years of comprehensive experience in innovative oversight of teams and technology. Consistently implemented system and technology improvements which drive profits, revenues and productivity. Effective at anticipating and solving emerging problems in a rapidly-changing environment. Produced consistent results in team management, contract negotiations, IT/IS improvements and expense reduction. Expertise includes:

- Capital Expenditure Planning
- Budget Management
- Expense Reduction
- Win-Win Negotiations
- Systems Security
- Project Planning/Management
- Systems Implementation
- Team Leadership/Motivation
- Strategic Planning
- Vendor Partnerships
- Emerging Technologies
- Technology Integration

– Track Record of Success in Start-Up, Turnaround and Aggressive Growth Environments –

Employment History

ACCLAIM ENTERTAINMENT LTD., GLEN COVE, NY

1992 – 2003

Leading worldwide developer and publisher of entertainment software for Nintendo, Sony, and Microsoft.

Chief Information Officer (2000 – 2003)/ VP, Information Systems (1996 – 2000)

Promoted to role of Vice President within four years of joining the company. Managed up to 95 employees with an annual budget of \$15 million, reporting directly to the CFO. Equally successful during period of enormous growth and in more challenging times of budget reductions and consolidation. Consistently assumed additional responsibilities as needed by the organization, including management of quality assurance, Web development and customer service.

Selected Accomplishments:

- Saved \$365,000 annually in operating costs by reorganizing and consolidating global IT/IS functions.
- Designed and managed the implementation of an extranet and VPN to enable outside consultants, sales reps and contractors to access sensitive company databases securely. The extranet increased the organizations collaborate efficiencies and resulted in shorter bug fix turn arounds, a better prepared sales force and enable virtual development groups to work in concert.
- Established corporate royalty administration system which increased accuracy by reducing manual processing and reporting.
- Saved \$1.3 million annually by negotiating and consolidating voice and data contracts with WorldCom.
- Led analysis, planning and implementation of complete suite of Oracle financial applications which provided accurate and timely management reports and business intelligence for the first time in the company's history.
- Upgraded Oracle Financial Applications to R11i and database to version 8 resulting in faster financial consolidations (from 3 weeks to 3 days.) Completed the upgrade well within budget and earlier than scheduled.
- Designed and implemented web-based recruitment systems which cut recruitment costs by 50% and resulted in a candidate pool of 30,000 within the first year.
- Set up the company's first e-commerce facilities and fulfillment partnerships in order to generate incremental revenue from older titles no longer stocked at retail and occasional overstock situations.
- Supervised asset management including procurement, deployment, tracking, financing, and retirement of corporate computing and telecommunications equipment.
- Maintained system uptime of 99.5% despite a 45% decrease in departmental budget, including staffing reductions.

ACCLAIM ENTERTAINMENT LTD. (CONTINUED)

Director, Information Systems (1994 – 1996) /Manager, Information Systems (1992 – 1994)

Recruited to manage outsourced IT function for rapidly growing company. Quickly realized savings and efficiencies by bringing the function in-house and centralizing management of systems and processes for 12 locations. Reported to the VP, Operations. Hired, trained and managed team of 10 and managed annual budget of \$5.3 million. Promoted to Director after only two years.

- Established essential security, controls and procedures, including development of the company's first disaster recovery and business resumption plans, and the deployment of corporate firewalls including Internet and remote access facilities.
- Built infrastructure and staffing to support explosive corporate growth, including setting up a central help desk function and creating all corporate IT policies and procedures.
- Designed and managed the construction of data-centers, IDFs and structured cabling at 14 facilities worldwide.
- Managed the deployment of - and set the standards for - the corporate, global, frame relay WAN including the integration with corporate and business unit remote LANs.
- Initiated and led the implementation of EDI in order to accommodate requirements of retail trading partners' systems.
- Increased productivity of consumer service department by 60%. Designed and implemented automated consumer hotline system, allowing consumers to access information directly.
- Reorganized the quality assurance department to accommodate Internet game testing.

THE COMPUTER FACTORY, ELMSFORD, NY

1989 – 1991

Major Computer Reseller / Systems Integrator.

Branch Manager

Managed technical support staff and internal/external sales teams, with full P & L responsibility for \$17 million in revenues.

ENTRE' COMPUTER CENTERS, HAUPPAUGE, NY

1987 – 1989

Franchised computer resellers and systems integrators

Corporate Technical Sales Professional

Performed needs analysis for customers to identify technical solutions to business problems and worked with technical resources to design and implement these solutions. Sold computer equipment, systems integration services and training solutions to corporate customer base.

Education & Professional Training

MBA with Information Systems Management concentration, Dowling College, 2003

B.S., Information Systems Management, State University of New York - Empire State College

Classes in IS Project Management and IS Strategic Planning, American Management Association

Other ongoing professional development has included Oracle Education, Microsoft training,

Cisco training and various classes for implemented technologies.

Professional Affiliations

Member, Association of Information Technology Professionals (AITP)

Member, Project Management Institute (PMI)