

# Wanyonyi Kendrick Jacksonville, Florida

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## Chief Information Officer

### C-Suite Executive | Technology Strategist | Cybersecurity Professional

Dynamic, innovative executive recognized for streamlining complex business strategies using optimal technology solutions. Over 20 years' experience creating services to support stakeholders through a continuous improvement, risk-based approach to performance excellence. Emphasize a people-first approach to drive high-performing teams. Diverse industry experience including utilities, telecommunications, government, healthcare, financial services, education, and banking.

#### Core Competencies

- Business Continuity
- Change Leadership
- Collaboration
- Cybersecurity
- Data Governance
- Digitization
- Machine Learning
- Managed Services
- Operational Excellence
- Risk Management
- Security-in-Depth
- Shaping Innovation
- Strategic Sourcing
- Talent Management
- Technology Strategy

**CERTIFICATIONS: CISSP | CEU | CPA | CMA**  
**AWARD HIGHLIGHTS: CIO 100 Innovation Award**

## Experience

### City of Jacksonville Chief Information Officer

9/2023 – present

Responsible of shaping the City of Jacksonville's technology strategy for 1M residents, 15+ Departments and 9K city employees in Northeast Florida, while ensuring technology investments are aligned with and support the City's strategic objectives.

#### Major Accomplishments

- **Portfolio Management.** Renegotiated officer safety targeted project, driving \$1.6M of savings and accelerating the go-live by at least 12 months.
- **Enterprise Resource Planning (ERP).** Insourced support of 1Cloud ERP with no additional resources and finalized Phase II ERP 1Cloud scope with a combined projected savings of \$4.4M for FY23/24.
- **Transparency Dashboard.** Establish the Mayor's Transparency Dashboard providing real-time business intelligence into the performance of important city services.

### Miami-Dade County Assistant Director ITD

7/2022 – 9/2023

Provided all platform services (including data centers, radio communications and business intelligence) to the 7<sup>th</sup> largest county in the nation: 2.8M residents, 28 departments (including fire, police, water, and transit) and 33K county employees.

#### Major Accomplishments

- **Portfolio Management.** Led transition from an on-premises contact center solution to a state-of-the-art omni-channel cloud solution saving the county 30% for a significantly better contact center experience and delighting our business partners.
- **Governance Management.** Finalized the go-live for a Computer Aided Dispatch (CAD) project upgrade, running 2 years late (when recruited), with savings of \$3M.

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## The CXO Group, LLC Chief Information Officer

1/2015 – present

Plan, develop, and implement client-centric business strategies needed to increase revenue, reduce expenses, improve performance, and ensure long-term business value for private sector companies.

### Major Accomplishments

- **Portfolio Management.** Established and deployed \$250M global fiber optic technology asset management strategic initiative; realized savings of \$15M.
- **Mergers & Acquisitions.** Consolidated global technology assets people, processes, and technology for \$5B acquisition; resulted in savings of \$5M.
- **Vendor Management.** Wrote enterprise resource planning (ERP) global consolidation plan, negotiated and selected vendor; realized savings of \$2M.

## JEA Chief Information Officer

1/2000 – 12/2014

### Director of Corporate Application Development

Responsible for developing, planning, and implementing information technology strategies for a \$500M technology and cybersecurity portfolio, while managing overall related risks.

### Major Accomplishments

- **Program Management.** Implemented \$200M smart grid infrastructure with no security incidences, less than 1% customer complaints and over \$10M of annualized revenue recapture.
- **Enterprise Resource Planning.** Guided implementation of integrated ERP and asset management system. Resulted in people, process, and asset savings in the first 3 years of \$10M.
- **Application Development.** Deployed \$2B of utility payment processing system within cost and schedule; awarded CIS Weekly Best CIS Implementation.

## Education

- Master of Accountancy, Majored in Accountancy & Taxation, University of North Florida
- Bachelor of Business Administration, Majored in Accountancy & Accounting Systems, University of North Florida

## Summary Awards, Board & Affiliations

### Awards

- 100 Diverse Corporate Leaders
- CIO 100 National Award for Innovation (twice)
- Top Digital City by the Center for Digital Government
- Utility CIO of the Year
- Women of Influence Award (FL)

### Boards & Affiliations

- InfraGard - Member
- INROADS, Board - Member
- Oracle CIO Council - Member
- University of North Florida, Board of Trustees - Vice Chair
- World Affairs Council, Board of Directors - Education Chair