
Profile

Kirk

First Name

C

Middle Initial

Wilkenson

Last Name

624 Cadiz Road

Street Address

Venice

City

FL

State

34285

Postal Code

kirkwilkenson@hotmail.com

Email Address

Home: (941) 412-9548

Primary Phone

Mobile: (941) 416-7736

Alternate Phone

Retired

Employer

Finance and IT executive

Occupation

Which Boards would you like to apply for?

Citizen Tax Oversight Committee: Submitted

Environmental Advisory Board: Submitted

Parks and Recreation Advisory Board: Submitted

Have you ever been convicted or pled "no contest" to a misdemeanor offense?☐ Yes ☒ No**Have you ever been convicted or pled "no contest" to a felony?**☐ Yes ☒ No**If yes, have your civil rights been restored?**☐ Yes ☒ No

Demographics**Are you a city resident?**☒ Yes ☐ No**How long have you lived in the City of Venice?**

8 Months

Question applies to multiple boards

Do you own property within the City of Venice?

☒ Yes ☐ No

Question applies to Citizen Tax Oversight Committee

Are you a full time employee of the City of Venice or private individual or employee of a private firm under contract with the City?

☐ Yes ☒ No

Interests & Experiences

Are you currently serving or have you served on a city board?

☐ Yes ☒ No

Why are you interested in serving on a board or commission?

I have a wealth of experience from my career (finance, IT, project/programme management) and living in Europe for over 20 years and I believe I could make a valuable contribution to many of the boards for the betterment of Venice. My wife and I have owned a home here for 3 years and are now retired and permanently residing here.

Resume of Education and Experience:

Vice President of Information Technology, Business Process, and Programm Management for Inmarsat (Satellite communications). Director of Financial reporting and shared services for Communications company (Colt) and Seagram/Vivendi Universal. Director of IT for CSX. BS degree from Wake Forest University, MBA from University of Florida.

[Kirk_Wilkenson_2020.docx](#)

Upload a Resume

Acknowledgements

Kirk C. Wilkenson

624 Cadiz Road
Venice, FL 34285 USA

Tel: +1 941 416 7736

e-mail: kirkwilkenson@hotmail.com

Transformation – Information Technology – Operational Excellence

Senior executive with a proven track record in leading major change programs and turning around IT functions and back office operations to deliver cost savings and customer value in large multi-national companies. An innovative leader with integrity and strong influencing skills able to overcome cultural and functional barriers and deliver results in the most challenging environments.

Competencies & Skills

- Change Leadership
- Strategy and Planning
- Customer Focus
- Commercial Acumen
- People Development
- Communications
- Programme Management
- IT transformation
- Cost Reduction
- Finance Operations
- Business Process Redesign
- Behavioral Change Management
- Service Design and Management
- Outsourcing

Track Record of Success

Delivered annual benefits totaling more than \$70 million and one time benefits of \$40 million. Built and operated shared service centers for 3 companies, on shore, near shore, and off shore. Managed projects with total budgets in excess of \$400 million.

- Led \$200+ million IT and Business Transformation programme
- Implementation of SAP finance and procurement at 40% cost savings
- Improved order to cash process first time right yield from 65% to 95%
- Led \$40 million billing programme, largest & most successful in the company
- Reduced Bill to Cash function costs by 45%, improved KPIs by 50%
- Delivered captive offshore shared services saving \$9 million annually
- Transformed redundant integration team into \$1 million service billings
- Improved customer satisfaction rating 3 consecutive years

Career Background

Inmarsat Plc (London, UK)

2015 – 2020

Inmarsat is the world leader in global, mobile satellite communications, delivering reliable, seamless, voice and high-speed broadband connectivity on land, sea, and air. As Vice President, led the OneIT program to transform the company's IT, business processes, an operating model with a budget in excess of \$200 million and staffing of 300+ employees, contractors, and third parties.

- Redesigned the IT architecture and converted mission critical applications to public cloud, web based best of breed applications
- Implemented a portfolio management program office
- Built a team of process professionals and drove process excellence objectives throughout the company
- Improved **Customer Service, Employee Experience**, and overall **business agility** with **cost savings of \$20 million annually**

hibu (Reading UK)

2012 – 2015

hibu provides advertising and digital marketing services from operations in the UK, US, Spain, Argentina, Chile, Peru, India and Philippines with total revenues of \$1.2 billion

Global Head of Financial Shared Services

Responsible for shared services strategy and the design and implementation of standard finance and procurement processes in a global instance of SAP.

- **ERP Implementation:** Managed a full cycle from partner sourcing through blueprint, realisation, final preparation and go live at a savings of 40% from the original business case cost.
- **Cost Reduction:** \$1.2 million in productivity benefits and \$1 million in procurement and sourcing benefits.
- **Outsourcing:** Developed outsourcing framework and business case approved by the board.

COLT Technology Services (London, UK, Gurgaon India)

2004 – 2012

COLT is a \$1.5 billion European communications and IT managed services company.

Vice President, Business Process Architecture and Change

2010 – 2012

Leading a team of six sigma black belts to define and implement an operational excellence programme to drive performance improvement throughout the organisation. Responsible for implementing best practice process management and improvement, driving business transformation, and developing the business architecture.

- **Change Leadership:** Designed and initiated the roll out of the Operational Excellence Programme
- **Driving Results:** Improved first time right yield of the Order to Cash process from 65 to 95%
- **Process Engineering:** Developed process architecture supporting the global re-organization and ITIL framework implementation

Director, Billing Shared Services and Programs

2007- 2010

Responsible for 150 operational staff and a programme team of 100 with an operating budget of \$8 million and programme budget over \$40 million. Successfully led the largest program undertaken by the company involving over 450 man-years of effort with a direct impact on customers, marketing and product development. The billing function processes 15 billion transactions, manages 80 million prices, 700,000 annual invoices.

- **Cost Reduction:** Reduced functional cost by 45%, increased capacity by 20%
- **Process Improvement:** Improved operational KPIs by more than 50% (CSAT, Cash Flow, Quality)
- **Commercial:** Developed business case and secured Board approval for programme

- **Programme Management:** Developed best practice vendor selection, PMO, and implementation assurance processes, adopted company wide
- **Process Controls:** Implemented Fraud detection and Revenue Assurance processes resulting in \$11 million contribution to operating profit

Director, Finance Shared Services (London)

2004 - 2007

Responsible for establishing an off shore captive finance shared services operation, re-designing finance processes and the implementation of a single instance ERP for 13 countries. Managed staff of 220 in Europe and Delhi India with an operating budget of \$10 million.

- **Cost Reduction:** Reduced cost of Finance operations by 50%, implemented self serve functions, reduced audit fees
- **Customer Focus:** Improved customer query resolution cycle time by 50%; the only function to improve customer satisfaction ratings 3 consecutive years
- **Finance Operations:** SSON runner up award for best mature shared services in Europe 2010
- **Process Redesign:** Reduced closing cycle time by 20%; KPIs for transaction processes improved by 90%

Interim Shared Services Manager (London)

2002 – 2004

Implemented Pan European SSC serving 16 companies in 12 countries in 6 months resulting in 25% reduction in Finance headcount

VIVENDI UNIVERSAL

2000 – 2002

Vivendi Universal was a \$20 billion entertainment and media firm in film, TV, music, telecom and consumer goods formed via the merger of Vivendi and Seagram.

Vice President, Global Shared Services Europe, (London)

Responsible for European Financial Shared Services, HR, IT, Business Process Improvement and Facilities. Managed staff of 150 in London and Amsterdam with an operating budget of \$14 million.

- **Commercial:** Developed an internal consulting practice with first year billings of \$1 million
- **Change Leadership:** Accelerated cash flow reducing DSO by 30% for film library sales
- **Cost Reduction:** Integrated Polygram TV sales Finance functions & reduced costs by 20%
- **Outsourcing:** Developed & managed third party services with Pernod Ricard & Diageo

SEAGRAM COMPANY LTD.

1991-2000

A \$10 billion consumer goods (drinks) and entertainment company (Universal Studios).

Director, European Financial Shared Services, (London)

1998-2000

Charged with turning around the operation that did not fully recover its costs, dissatisfied customers, control issues and low staff morale. Managed staff of 90 with an operating budget of \$5 million serving 20 business units in 12 countries.

Director, Financial Reporting Services, (New York)

1995-1998

Director, Information Technology, (London/Paris)

1991-1995

CSX CORPORATION

1983-1991

Held various positions of increasing responsibility from programmer-trainee to Director with a staff of 50 responsible for Customer Service, Supply Chain, and Decision Support systems.

EDUCATION & TRAINING

University of Florida: Masters in Business Administration, Graduate School of Business, May 1983. Matherly Scholar (top 10).

Wake Forest University: Bachelor of Science in Business Administration May 1981. Graduated Cum Laude.

Technical Experience: ERP Implementation (JD Edwards, Oracle, SAP), Reporting (Hyperion, Essbase, Cognos), Six Sigma green belt training, Billing Implementation (Interconnect, Kenan FX, SAP)

Industry Experience: FMCG, Entertainment (Music, Film TV), Telecommunications (B2B: Voice, Data, Managed Services), Transportation

PERSONAL DATA

Nationality: Dual citizenship – USA, UK

Interests: Sports – coaching, entertainment & production, cooking

Past Directorships Held: Centenary Holdings Plc