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Top Skills

IT Service Management
ITIL
Operations Management

Vid Desai

Chief Information Officer (CIO) at FDA
Raleigh-Durham-Chapel Hill Area

Summary

Global Information Technology Executive experienced in Carve-outs, Mergers, Acquisitions, Divestitures and implementing IT strategies that improve enterprise performance and drive transformative change. Over 26 years of diverse Healthcare and regulatory industry experience ranging from Pharmaceuticals, Clinical Research Organizations to Medical Device manufacturing. An established record in optimizing organizational structure and performance, reverse under performing teams, globalize operations and negotiate with vendors. An effective leader and business partner who collaborates with stakeholders to drive pragmatic change and implement cost effective solutions. Experienced in managing global teams, services, vendors and budgets. A high personal commitment to excellence, quality and service.

Experience

FDA

4 years 1 month

Chief Information Officer

September 2021 - Present (2 years)

Silver Spring, Maryland, United States

Acting Chief Information Officer (CIO) & Chief Technology Officer (CTO)

April 2021 - September 2021 (6 months)

11601 Landsdown street, Rockville MD 20852

Chief Technology Officer

August 2019 - September 2021 (2 years 2 months)

Washington D.C. Metro Area

Vyair Medical

SVP & Chief Information Officer

May 2016 - June 2019 (3 years 2 months)

Greater Chicago Area

Led the IT separation of Vyair from pre-close to separation from Becton Dickinson. The IT separation was considered the most complex and risky activity of the carve-out. The separation consisted of standing up the entire IT department, carving out and supporting a portfolio of 189 applications including a dozen ERP systems including separating a complex shared SAP environment. The IT services are used by almost 5500 employees across 17 sites. The separation was successfully completed in 16 months, well ahead of the original 24-month estimate.

Post separation, implemented a single quote-to-cash process in SAP to provide a one company experience unifying multiple business and technology silos. Also implemented a single global reporting server based on SAP BW to unify financial, operational and supply chain reporting across multiple ERP systems used within the company. The overall IT application architecture combined with a cloud friendly infrastructure allows the company to pursue its strategy of rapid growth by acquisitions.

Lake Region Medical

Global Head of Information Services/CIO

January 2010 - May 2015 (5 years 5 months)

Wilmington, MA

Responsible for all aspects of Information services including Enterprise Applications, Helpdesk support, Data Center Operations, Networks and Business Process Improvement at the company's 22 global sites.

- Transformed the IT environment from a legacy of distributed, locally managed non-standardized sites to a centralized, current, standardized, cloud-friendly and connected environment while significantly improving service levels, customer satisfaction and reducing costs.
- Implemented and established a single instance global ERP system that supported all key processes in Finance, HR, QA and Manufacturing operations.
- Following the acquisition of Lake Region Medical, led and successfully integrated IT systems and delivered above expectation synergies from the consolidation of systems, processes and teams from the two companies. Integrated the acquired companies JDE based business processes with the Oracle EBS environment.

- Implemented a highly effective lean IS support model that provides 7*24 “follow the sun” support that provides best in class service levels using less than 30% staff compared with industry average staffing ratios.
- Reduced IS budget from about 4% of revenues to under 2% while improving all IS service level measures.
- The IS team has consistently had some of the highest Employee engagement scores in the company. Recognized in 2012 with a CEO Builders Award for delivering the highest employee engagement scores within the company.

Quintiles Transnational Inc.

Executive Director

March 2002 - January 2010 (7 years 11 months)

Durham, NC

Reporting directly to the SVP of Global Infrastructure, directed a global team with staff and managers located in nine countries over five continents. Responsible for all aspects of architecture, deployment and 7*24 “follow-the-sun” operations of the global infrastructure. Managed and supported some of Quintiles heaviest used mission critical business applications. Directly managed a global budget of about \$10M.

- As a member of the Quintiles IT leadership team, led the transformation of an IT environment that consisted of disparate, distributed, loosely connected sites and acquired companies into a highly standardized, well connected, consistent, agile and cost effective global IT environment over a period of five years. In doing so, the Global IT Infrastructure operating costs were reduced from over \$119M to under \$80M annually despite a 25% growth in the user base.
- Directly responsible for all IT Infrastructure staff and services for Quintiles sites located in Asia, Africa and Australia (AAA Region). This is one of the fastest and most dynamic growth regions for Quintiles Clinical Research activities.
- Directed a program to transition out-sourced Global IT Infrastructure services to “in-sourced” staff. This activity involved either recruiting or transitioning over 250 roles in a six month period across four geographic locations in 3

different countries. This transformation resulted in significant improvements in IT service quality and reduced costs by over \$8M annually.

Glaxo SmithKline

Director, Web & eBusiness Product Manager

1989 - March 2002 (13 years)

Research Triangle Park, NC

Over a period of 13 years, I progressed my career at Glaxo starting as a Systems Manager to positions of increasing responsibility, leading to be the Director of Web and eBusiness services reporting to the VP for Global architecture and strategy.

- As part of the merger between Glaxo Wellcome and SmithKline Beecham, project managed the 1000 day integration team which identified various synergy saving initiatives totaling in excess of \$85m (24%) of the combined IT Infrastructure group budgets of the two companies.
- Developed an Executive board level proposal to establish a globally consistent standard desktop environment for all of Glaxo Wellcome's 43,000 PC's. The proposal aimed to reduce the total cost of desktop ownership by 15% resulting in annual savings of over \$60m.
- Provided technical leadership and strategic vision in the areas of messaging, Internet, security and mobile computing technologies.
- Led a cross-functional team to implement the enterprise-wide infrastructure to implement and support a validated Documentum environment. This was one of the first and largest implementations of an enterprise document management system at a major pharmaceutical.

Digital Equipment Corporation (USA)

Senior Software Specialist

1988 - 1989 (1 year)

Charlotte, North Carolina Area

Relocated with DEC from Reading, UK to Charlotte, NC. Lead developer for a DECwindows based email and time management application.

DIGITAL EQUIPMENT CORPORATION INTERNATIONAL (EUROPE)

Software Engineer

1985 - 1988 (3 years)

Reading, United Kingdom

Worked on three consecutive software releases of DEC's flagship collaboration and application integration platform. Involved in all areas of code development, with specific focus in developing industry standard based electronic mail and application integration areas. Worked with International standards organizations to develop and implement standards based systems.

Education

Royal Holloway, University of London

Bachelor's degree, Computer Science · (1982 - 1985)