NASH STAMENKOVIC

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SENIOR TECHNOLOGY EXECUTIVE | CIO | DIGITAL TRANSFORMATION LEADER

Innovative and results-driven Senior Technology Leader with a proven track record of managing all facets of IT strategy, infrastructure, security, and digital transformation across diverse industries. Adept at steering large-scale IT operations, aligning technology with business objectives, and delivering transformative solutions that drive growth, efficiency, and innovation.

Adept at leveraging ITIL and agile practices to lead cross-functional teams through complex digital transformations, fostering relationships with stakeholders, vendors, and staff, and ensuring alignment between technology and business goals. Strong advocate for elevating the role of technology as a driver for organizational change, with a focus on delivering high-impact, cost-effective solutions that enhance customer experience, optimize processes, and secure a competitive edge.

PROFESSIONAL EXPERIENCE

NEXT PLUMBING AND HYDRONICS SUPPLY INC., TORONTO, ON   **04/2022 – Present**

Head of Technology

Technology leader responsible for all aspects of technology strategy, infrastructure management, security, and digital transformation for a multi-location organization. Reporting directly to the CFO, I provide strategic direction and oversee every facet of IT, from user support to infrastructure, security, vendor management, and budgeting.

PROFESSIONAL EXPERIENCE

EMTERRA GROUP LTD., Oakville, ON   **11/2020 – 03/2022**

Director of Information Technology

Led a complete overhaul of IT operations, driving digital transformation and aligning technology initiatives with strategic business goals across 37 locations in Canada and the U.S.

- **Strategic Leadership:** Delivered enterprise-wide digital transformation, driving efficiency and business growth by redesigning core technology systems, including networks, security, and infrastructure.

- **ERP & BI Solutions:** Led the upgrade and integration of **MS Great Plains** to **365 Dynamics ERP** and the deployment of business intelligence tools, transforming data analytics and reporting capabilities.

- **IT Governance & Compliance:** Developed and implemented robust IT governance frameworks, security policies, and audits, adhering to **NIST CSF** and **PCI DSS** standards, while mitigating security risks.

- **Cost & Resource Optimization:** Restructured internal IT operations and outsourced services, delivering operational cost reductions while improving service quality and resource allocation.

NEXT PLUMBING AND HYDRONICS SUPPLY INC., Toronto, ON   **11/2019 – 11/2020**

Information Technology Manager

Led all internal and external/vendor technology staff while driving the organization's technology and digital transformation projects across 11 locations in the Greater Toronto Area.

- **Technology Restructuring & Cost Savings:** Delivered a comprehensive restructuring of corporate technology systems, resulting in operational savings.

- **Digital Transformation Leadership:** Managed multiple IT projects, including network and infrastructure upgrades, cloud migrations, and business intelligence initiatives, leveraging **ITIL** best practices to align IT services with business needs.

- **Cloud & Network Initiatives:** Led the migration to Microsoft 365/Online Exchange.

- **SD-WAN Implementation:** Acted as Project Manager for restructuring the networks and infrastructure of 11 locations through SD-WAN deployment, enhancing connectivity and reducing latency.

- **Vendor & Risk Management:** Managed IT vendor relationships, including negotiations, contracts, performance, and risk assessments, ensuring optimized technology solutions and cost efficiency.

- **Security & Compliance:** Review of security policies, audits, and best practices to align with industry standards and mitigate risks across the organization.

SURTECO CANADA LTD, Brampton, ON, Montreal, QC, Greensboro, NC, Dusseldorf, DE   **6/2005 – 12/2018**

CIO of North Americas & Director of International Projects (1/2014 – 12/2018)

Reporting directly to the Global CIO in Düsseldorf, Germany, and the CEO of North America, I held complete oversight of IT strategy, infrastructure, digital transformation, and operations across North America while leading critical international projects.

- **Global Technology Leadership:** Directed the development and execution of a multi-year global digital transformation strategy, aligning IT with evolving business models. Championed the integration of disruptive technologies, modernizing global supply chain operations and enhancing customer engagement across multiple international markets.

- **End-to-End Digital Transformation:** Spearheaded a comprehensive overhaul of IT infrastructure, including cloud migration, ERP modernization, and the implementation of mobile and e-commerce solutions, driving a 30% increase in operational efficiency and reducing IT overhead by 20%.

- **E-Commerce & Global Distribution Network: Led** the deployment of the Magento e-commerce platform, integrated with Infor ERP systems across multiple countries, resulting in a 20-50% increase in sales across key markets including France, Italy, Germany, and Australia. The API-driven integration enabled real-time order processing, inventory management, and enhanced customer experience.

- **CRM & Sales Optimization:** Implemented Salesforce CRM integrated with Infor ERP, achieving an 80% adoption rate. This initiative revolutionized sales operations by automating workflows, improving data transparency, and enhancing cross-functional collaboration between sales, marketing, and customer service teams.

- **Mobile Innovation & Operational Efficiency:** Pioneered the development and deployment of mobile applications leveraging Android/Java/PHP, which transformed logistics, manufacturing, and quality assurance processes, boosting productivity by 50% and improving product quality by 30%. This initiative also reduced labor costs by 20% and accelerated response times across key business functions.

- **Data-Driven Decision Making:** Developed and implemented custom real-time Business Intelligence (BI) tools, fully integrated with various scanning equipment and operational databases, enabling instant, data-driven business decisions. This toolset improved visibility into critical KPIs and allowed for more accurate forecasting and planning.

- **Cybersecurity & Compliance Oversight:** As the executive owner of IT security, I established and maintained global security policies, aligning with international standards such as ISO 27001, ensuring compliance across all North American locations. Led annual IT audits for the public company, ensuring full compliance with industry regulations and mitigating risk across multiple markets.

- **Cost Optimization & Vendor Management**: Delivered significant cost savings by renegotiating vendor contracts, consolidating services, and optimizing infrastructure investments, resulting in a 50% reduction in

capital and operational IT expenditures. Effectively managed vendor relationships, securing strategic partnerships that enhanced IT performance and reduced risk.

- **International Project Management**: Acted as the principal liaison for global technology initiatives, coordinating cross-functional teams in Germany, France, Italy, and the U.S. Led international rollouts of IT infrastructure, ensuring seamless implementation of complex systems such as EDI, mobile technologies, and logistics solutions that significantly enhanced global supply chain operations.

IT Manager, North Americas   6/2005 – 12/2018

Led all IT operations, infrastructure, and support services for North America, with direct responsibility for overseeing a team of 30+ internal and external IT staff.

- **Infrastructure & ERP Modernization:** Successfully managed the relocation of IT infrastructure from Mississauga to Brampton, ensuring zero downtime during plant transitions. Led ERP optimization projects that improved system utilization and enhanced productivity by 50%.

- **Strategic Budgeting & Cost Management:** Developed and controlled annual operating and capital IT budgets, reducing overall IT costs by 50% while increasing investment in strategic initiatives such as cloud technologies, cybersecurity, and mobile infrastructure.

- **Business Continuity & System Uptime:** Delivered 99.99% uptime for critical business systems by enhancing network architecture and deploying robust disaster recovery and business continuity plans.

- **Database & Cloud Expertise:** Led the architecture and management of enterprise databases, including **Oracle**, **Postgres**, **MySQL/MariaDB**, and **MS SQL**, optimizing performance and enhancing the organization's business intelligence capabilities. Deployed cloud-based solutions for telephony, CRM, and customer support, driving operational improvements and cost efficiencies.

CRITICAL PATH INC., Toronto, Ontario/San Francisco, CA   0**5/1999 – 05/2005**

Systems Architect/Integration Specialist

Led all IT operations, infrastructure, and support services for North America, with direct responsibility for overseeing a team of 30+ internal and external IT staff.

- **Cloud & SaaS Development:** Led R&D efforts to improve the performance of the cloud platform by enhancing UNIX kernel architecture (Red Hat, Solaris, FreeBSD), resulting in a 500% increase in processing power through dedicated SSL encryption hardware.

- **Infrastructure Scalability:** Deployed a multi-layer load-balanced network infrastructure for SaaS applications, enabling seamless scalability and supporting over 1M customers.

- **Security Expertise:** Implemented **VeriSign PKI hardware** solutions for SSL encryption, gaining interest from major clients such as AT&T, NASA, and the U.S. Government.

- **Agile Development & Operations:** Introduced agile code deployment practices, reducing QA cycles from weekly to daily and increasing operational productivity and system quality.

- **OEM Product Development:** Repackaged SaaS solutions into localized OEM offerings, creating new revenue streams for the company and expanding its market reach.

LARA INTERNET SERVICES, Burlington, ON   **3/1996 – 5/1999**

Systems Administrator/Integration Specialist

Played a foundational role in one of the earliest internet service providers, managing both hardware and software infrastructure to support growing customer demand.

- **Startup Leadership:** Contributed to the development and scaling of one of the first internet service companies, managing hardware (routers, switches, firewalls, modems) and software solutions to establish and expand service offerings.

- **Cybersecurity Collaboration:** Collaborated with local law enforcement on tracking and investigating cybercrime, leading to successful hacker convictions.

EDUCATION

- **Diploma, Computer Software Engineering, Computer Networking & Hardware – Mohawk College**

- **Additional Coursework:** CCNA, RHCE, Project Management, C++ .NET, Java, Node.js, Android Development