



## Joseph Rafter

Strategy Implementation  
Digital Transformation  
Leadership Breakthrough

170 Riviera Circle  
Larkspur, CA 94939  
(415) 936-9076  
joe.rafter@businesschangeleader.com  
@jrafter65  
www.businesschangeleader.com

### Industry Experience

- Banking
- Investment Management
- Education
- Environmental Services
- Media & Entertainment
- Pharmaceuticals
- Professional Services
- Telecommunications
- Utilities

### Select Clients

- AT&T
- Computer Sciences Corporation
- DexYP
- IBM
- JPMorgan Chase & Co.
- Pearson
- PG&E
- Sanofi-Aventis
- SEI Investments
- Telstra
- Vanguard
- Wilmington Trust
- Yell Group / hibu

### Education

- MIT Sloan School of Business Executive Certificate, CIO Leadership
- Saint Joseph's University, M.B.A. Management Information Systems
- The Catholic University of America, B.A. Accounting

### Personal

- Proud husband and father of 3 boys
- Passion for youth football, outdoor activities, reading, and music

## Professional Experience Summary

As the CEO of Business Change Leaders Inc., a specialty management-consulting firm, I am deeply committed to help our clients implement digital strategies and the leadership breakthroughs required for sustainable success. My career has been dedicated to helping organizations, and their leadership, leverage new people, process, and technology capabilities to radically shift their business and operating model. I offer a unique multi-disciplinary approach by delivering business model analysis, business process design, project management, system architecture, financial analysis, organizational optimization, and leadership coaching capabilities for each of my clients. My personal commitment is to unleash the potential of others by embodying emotional intelligence, passion, courage, and teamwork. My team and I are entrepreneurs and top-tier management consultants with Fortune 500 experience.

- Launched a Value Realization Office for a \$7B+ Global Education Publisher to optimize the prioritization and delivery of digital products for a \$300M+ investment portfolio
- Served as interim Enterprise PMO and Integration Management Office executive for a \$2B+ media / advertising firm, enabling the delivery of \$200M+ in synergies in the first 6 months of post-acquisition integration
- Launched an Enterprise Change Center of Excellence that enabled a more safe, reliable, and affordable \$17B gas and electric utility through the delivery of 200+ strategic initiatives, \$500M+ of project budget, and \$150M+ in financial benefits
- Propelled the launch of 8 new products in 2.5 years while aligning 60% of the technology resources to "transform the business" and 40% to "run the business" for a \$1.7B media company
- Implemented enterprise business governance team that doubled project capacity resulting in 70+ enterprise level projects delivered annually
- Spearheaded the business initiative to implement the "first-ever" client services portal for 500,000 media / advertising clients
- Served as chief engineer on a \$400M system integration program that ultimately replaced decades of legacy custom developed software with 5 software packages
- Innovated one of the largest global business consultancy's project management, risk management, executive management, and client engagement capabilities
- Remediated dozens of troubled system integration engagements across the United States, France, Japan, and Korea yielding tens of millions in cost avoidance
- Implemented end-to-end solution integration services across multiple \$2B+ outsourced services accounts
- Sought after thought leader in leadership, transformation, project management, and change leadership disciplines
- Successful Management of \$50M+ CAPEX budgets and 100+ team members
- Global IT transformation experience across Argentina, Australia, Chile, China, France, Germany, Japan, Spain, United Kingdom, & the United States
- Led the successful passing of the first and most complete safety standards law in youth tackle football, AB1, the California Youth Football Act

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