



## John Lawson

### Managing technology for organizational success

John has over thirty years of successful IT leadership dealing with the full range of challenges, including developing and implementing plans for enterprise applications replacement, moving infrastructure and operations to the cloud, developing data management and analysis strategies, and establishing cybersecurity programs.

John knows IT problems are solved by successful collaboration between organization leaders, the internal IT team, and the right IT vendors. He excels at orchestrating the right team to get the job done right.

### SELECTED ACHIEVEMENTS

- Designed and co-sponsored a transformation in customer service, finance, operations and HR based on SAP at Algonquin Power and Utilities, to standardize and simplify work across a 3000-employee organization operating in fifteen jurisdictions in the US and Canada.
- Seamlessly integrated eight acquired utilities into the processes and systems of a major utilities organization, with no operations, customer, financial reporting or employee issues.
- Implemented customer service transformations with new processes and technology to enable 'right first time' customer interactions, improving customer satisfaction while reducing cost.
- Defined and oversaw the implementation of on-premises IT to cloud-based and vendor-managed, delivering significantly improved functionality for lower cost.
- Built a comprehensive cybersecurity function from scratch for a critical infrastructure utility operating in the US and Canada.
- Increased IT employee engagement by 30 percentage points over five years.
- Defined and oversaw numerous IT procurement initiatives covering infrastructure, cloud services, IT operations, applications, and data, to improve functionality for the business while managing costs.
- Designed and implemented a digital workflow tool to better manage customer priorities and service levels for back office work across multiple gas and electric utilities, hence improving service for customers.

### PRIOR EXPERIENCE

- Independent IT consultant for Hydro One, Rogers, and Algonquin Power and Utilities
- Algonquin Power & Utilities Corp – EVP, IT and Digital Transformation
- Accenture: Senior Executive in the Utilities consulting practice
- Accenture: Senior Executive in Utilities Outsourcing practice
  - managed the Customer Care function for Enbridge Gas
  - ran the meter reading, billing and collections functions for four large utilities totaling 5M customers

### QUALIFICATIONS

- University of Cambridge, UK – B.A. in Physics and Theoretical Physics
- Enrolled in Board of Directors training at Canada's Institute of Corporate Directors covering oversight of Cybersecurity, Artificial Intelligence and Social Issues
- Studying for Certificate of Proficiency in Modern Greek Language at York University
- Volunteer with Bikechain, CultureLink and Costi/Muslim Welfare Centre

