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As an experienced business focused technology leader, Mark has proven he can take on large scale business and technology transformational challenges. His ability to drive the business by scaling consumer-facing 24x7 services has made him strategically important to the success of the business in his last two roles as CIO of McAfee and Electronic Arts.

EXPERIENCE

Over 25 years of experience developing business and IT strategies that have driven both top line growth (e.g. Ciscos e-Commerce initiatives) while optimizing both OPEX and gross margins. He possesses the ability to deliver quality results while under difficult market conditions. His experience is divided between business and technology functions. His business expertise is in Operations, technical support, customer service, contract management, procurement and facilities.

Upon joining McAfee, Mark inherited an order taker mentality IT team with little or no concept of who the customer was and assumed 1-2 major consumer-facing outages / week. Mark quickly stabilized the infrastructure, delivered on 4 9s availability and implemented ITIL processes to improve ongoing operations, quality control, and customer support issue resolution. Mark also revamped the team to focus much more so on the customer by implementing a McAfee on McAfee story, complete with many EBC engagements and user group interactions. The Executive Team and the IT team affirmed the results were a complete turnaround.

EA had been on a journey to move its packaged goods gaming assets into on-line games for several years. What EA lacked was the infrastructure to support 300M gamers and growing 15%-20% per year. In addition, EA wanted to transform its internal systems from a vertically integrated technology asset base to a complete services (SaaS/IaaS/PaaS) model. Mark quickly developed the strategic plan, implemented short term wins to improve performance, availability, while driving out costs to the business. The overall technology investments were reduced over 20% two years in a row, with continual savings in future years by a change in the deliver model.

Mark was a key member of the Dept of Homeland Security (DHS) from November 2001 until April 2003, with a continued role as an advisor to the Secretary. Mark was responsible in standing up the agency with all its technology needs (from payroll to passenger security), 100% delivered within the first nine months of joining. He also was responsible from selecting and implementing all the technology solutions used in today's 435+ domestic commercial airports.

EDUCATION

Mr. Tonnesen holds a B.S. in Marketing from San Jose State University, San Jose, CA, and an M.B.A. from Golden Gate University in Management.