Michael Thomas Clark
Senior Advisor

Mike is all about solving complex challenges at the intersection of technology and business. His expertise is in designing and building world-class, high-performing technology environments and operationally effective teams for enterprises of all sizes.

BACKGROUND

With more than 25 years in enterprise computing, Mike's experience ranges from IT operations and engineering to architecture and strategy. He has managed infrastructure, application, and database environments and support teams. A "sleeves-rolled-up" manager with deep domain expertise in computing performance, Mike is particularly astute at delivery detailed assessments of current systems capabilities and vulnerabilities, along with developing strategies aimed at remediating those issues. Mike has directed major program implementations at both the domestic and global level.

Mike began his career in network and server platform engineering at Bausch & Lomb, where he managed his first data center and was instrumental in developing B&L's global network infrastructure. Subsequently, at Fidelity Investments, he managed desktop and server operations for 25,000 internal customers across across Fidelity's multiple business units. He also managed the availability of critical Retail Brokerage applications, including Fidelity's Retail marketing database. In this ultra high-demand, "always on" transactional environment, Mike was tasked with maintaining the highest levels of systems availability while ensuring that ongoing change initiatives were successfully executed.

In the aftermath of 9/11, Mike oversaw the recovery of Fidelity's NYC brokerage clearinghouse operation. During the economic downturn that followed, he led a cost-cutting initiative that resulted in 19 technology support organizations across the U.S. being merged into 1. He spent his final 5 years at Fidelity in the Enterprise Architecture group focused on leading multiple enterprise-wide platform infrastructure initiatives, including managing a successful effort to develop a unified server strategy for the firm. Mike owned these efforts in total, ensuring that the needs of dozens of internal business units were taken into consideration, that cross-functional and cross-business teams were constituted to consider both requirements and available options, and that the strategic directions that resulted were reflected not only in the corporate technology roadmap but in individual business unit technology execution plans.

Mike has spent the last 5 years engaged in global professional services activities. As a Partner at Exceptional Leaders International, his focus is on working with middle-market companies, many of them privately owned, to help them synchronize their business imperatives and technology strategies. Recent engagements have included developing and implementing strategies for U.S.-based companies to expand their global operations through advanced network design and utilizing cloud-based SaaS application environments.

Mike completed his undergraduate education at The University of Western Ontario, in London, Canada. He has done graduate work at Brandeis, Harvard, and MIT, and occasionally teaches in the graduate IT program in Harvard's School of Continuing Education.

CONTACT

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