



Exceptional Leaders International

Irving Burday Senior Advisor



Irving is an accomplished information technology leader with over 25 years of experience leading technology and program management teams in emerging and mid-sized organizations. His experience spans multiple sectors including healthcare, medical device, financial services, and manufacturing organizations. Irving leverages his background as a Chief Information Officer to advise organizations on the strategic investments that support growth, operational excellence, and scalability. Irving is a student of organizational effectiveness and how technology can drive innovation and business transformation on both an operational and strategic level. His experiences as a technology executive, program management leader, as well as a trained executive coach creates a unique ability to successfully drive and sustain change within growing organizations.

BACKGROUND

Irving's IT leadership experiences have been with a variety of companies, including Best Doctors, Direct Capital, Savings Bank Life Insurance, and Fidelity & Guaranty Life. He has leveraged his experiences at those firms to also advise start-up and emerging companies to build out the needed technical and business infrastructure to support operational needs.

As the VP of Corporate Planning for Best Doctors, Irving was responsible for managing the corporate project portfolio and coordinating strategic initiatives including product and business development, solution upgrades, and expansion of call center operations to support international customers. While CIO at Savings Bank Life Insurance, a leading life insurer in the New England area, he led a two-year operational transformation effort to support geographical and channel growth by leading a program of efforts that included upgrading data center operations, deploying new financial, policy administration and customer relationship solutions, and creating business partner portals for channel partners. As the CIO for Fidelity & Guaranty Life, a nationwide insurance carrier, Irving was responsible for managing technology and BPO operations for in-house and co-sourced call center operations. His leadership in the roll out of a business partner portal to over 10,000 agents as well as upgrading CRM and call center solutions supported the company's 300% growth over a three-year period.

Irving's consulting experience includes working with both public and private companies such as Health Dialog, Insulet Corporation, and Union Labor Life, where he led mission critical efforts to support outsourcing efforts, upgrades to core ERP systems, and infrastructure consolidation efforts.

Irving holds an MBA in Finance from the University of Southern California and a BS in Finance from Northeastern University. He is a member of the North Shore Technology Council as well as the Medical Device Group of Boston. Irving is also an adjunct professor at Southern New Hampshire University and is a trained executive coach who works with technology and operations leaders to build executive presence, manage conflict, and improve leadership capabilities.

CONTACT

iburday@eliadvisors.com
617.549.5604