

## **Penny Smith**

**Lead Business Management Consultant, Paragon Solutions Group, Inc.**



Smith is a proven IT business leader who provides key insight to allow IT leaders to be more successful. She has a definitive understanding of the primary drivers to make great decisions: the role of the customer, their technology needs and how the IT team can best satisfy those needs while delighting the customers. She has unequivocal skills in ensuring audiences are heard and understand each other.

She is known for her deep analytical skills and lighthearted creativity. After receiving a master's in mathematics from Colorado State University, Smith began her career as a mainframe developer at United Airlines.

Smith later moved to Visa to focus her efforts in the payments industry. Recognizing that her true passion involved solving big, complex technology problems associated with optimizing supply and demand she moved to infrastructure. She delivered a multi-year data center strategy, solidified the virtualizing program and infrastructure transformation. She revolutionized the approaches to IT consumptions models and capacity planning techniques to reduce costs considerably.

Smith then brought the emerging technology business management function and disciplines to Charles Schwab as a key method to improve internal processes, increase efficiency and innovative new ways of working. She led the technology transformation introducing agile, operational excellence, audit and compliance discipline and cloud adoption to Schwab.

At Paragon, Smith uses these skills to prepare and enable our clients to clearly relate to the business; articulating expectations for delivery and execution of solutions. Consistent with our Paragon values, she aspires to delight our customers by enabling them to deliver on business outcomes.

In her spare time, Smith fosters the relationships with her horses and is a member of the polo community.