

JASON BENN



SUMMARY

Information technology and enterprise transformation leader with 28+ years of experience driving strategic change, building high-performing teams, and delivering mission-critical programs across operations, technology, and corporate functions. Currently serving as Senior Vice President, Chief Transformation & Administrative Officer at Hawaiian Electric, overseeing Human Resources, Government & Community Relations, Corporate Communications, and Corporate Strategy. Former CIO & SVP with deep expertise in cybersecurity, enterprise architecture, infrastructure, and large-scale system implementations.

CORE CAPABILITIES

- Strategic business transformation
- Corporate strategy and execution
- Business and IT strategic planning
- Program development
- Policy development
- Process improvement
- IT project and portfolio management
- IT service design and management
- IT architecture and infrastructure design
- Cybersecurity and IT compliance

PROFESSIONAL EXPERIENCE

Hawaiian Electric Company, Inc. — Honolulu, HI

Aug 2024 – Present

Senior Vice President, Chief Transformation & Administrative Officer (CTAO)

- Responsible for enterprise oversight of Human Resources, Government & Community Relations, Corporate Communications, and Corporate Strategy.
- Lead enterprise-wide transformation initiatives to align operations, culture, and outcomes with strategic priorities and stakeholder expectations.
- Direct government and community relations to strengthen stakeholder engagement and advocacy across the state, partnering with HEI and external agencies.
- Manage corporate communications to enhance brand reputation and ensure clear, consistent internal/external messaging.

- Provide executive leadership for human resources, focusing on talent strategy, organizational development, and workforce planning.
- Facilitate Strategic plan development and implementation.

Hawaiian Electric Company, Inc. — Honolulu, HI

2017 – Aug 2024

Chief Information Officer – Senior Vice President (CIO-VP since 2017; promoted to SVP in 2021)

- Responsible for the strategy and delivery of innovative information and operations technology services and solutions.
- Managed 250+ employees across Cybersecurity Risk Management; Enterprise Systems (including SAP, mobile and digital customer experience applications); IT Infrastructure (1,000+ servers and 7,000 endpoints across five islands); Telecommunications (>200 miles of fiber and 200 microwave radio links); Operational Technology (EMS and Plant Control Systems); and Enterprise Architecture & Project Management.
- Led successful implementation of SAP ERP/EAM (2017–2018), recognized as PMI Honolulu Project of the Year (2018).
- Executive sponsor for Grid Modernization Phase 1 system integration project (SAP for Utilities “Purpose Driven Utility” award).
- Infrastructure Investment and Jobs Act executive sponsor (2020–present), responsible for federal funding applications for >\$300M in grid resiliency, grid flexibility, middle-mile broadband, and Electrification of Transportation.

Hawaiian Electric Company, Inc. — Honolulu, HI

2010 – 2017

Manager – Information Technology & Services

- Led a department of 150+ employees delivering IT services across application development/integration (200+ applications), communications and collaboration, end-user computing (~4,000 PCs and mobile devices), data center (~690 servers), and network infrastructure for 3,000+ end users on five islands.
- Managed an annual budget of ~\$40M.
- Delivered enterprise projects including CIS, IVR, enterprise budgeting, email archiving, Windows 7, GIS, ECM (SharePoint), and mobile field application platform.
- Developed the company IT service portfolio with integrated work management processes and operational metrics.
- Established IT governance and chaired the IT Governance Committee for business alignment and investment decisions.

- Implemented enterprise-wide software license management, IT PMO, IT architecture program, show back/memo billing for cost efficiency, and standardized IT across three HECO companies.
- Served as IT lead for Business Transformation and merger integration initiatives.

Hawaiian Electric Company, Inc. — Honolulu, HI

2007 – 2010

Director – Information Assurance

- Owned cybersecurity, compliance, continuity, privacy, and IT risk management for HECO and subsidiaries; stewarded information security policies.
- Re-architected the Information Security Architecture; implemented managed security services (IDS/IPS, SIEM, vulnerability management, firewall monitoring).
- Led SOX IT controls optimization; developed COBIT-based intranet policies/procedures library.
- Established FACTA compliance program for ID-theft red flags across customer accounts; re-engineered multi-department processes.
- Developed e-Discovery litigation hold response program and implemented legal review tool yielding substantial savings.
- Created company-wide security policies for IT and Operations Technology (SCADA/DCS) and risk assessment processes for new IT projects/hosted services.
- Member of strategic planning team contributing to HECO's strategic plan.

Hawaiian Electric Company, Inc. — Honolulu, HI

2001 – 2007

Infrastructure Program Manager

- Managed operations of HECO's data center and network: 300+ servers; 2,000+ users; 1,500+ desktops; routers/switches/network gear; phone system; email; Active Directory; e-business infrastructure; perimeter security.
- Led network redesign and upgrade of 5,000+ node network supporting VoIP with QoS in a redundant partial mesh.
- Implemented MPLS for logical segregation of functional networks across a single infrastructure.
- Implemented SSL-VPN with two-factor authentication for employee remote access.
- Implemented VMware for server virtualization and efficient data center resource utilization.
- Projects included Active Directory migration, application virtualization, 802.1x, and wireless LAN.

Hawaiian Electric Company — Honolulu, HI

2000 – 2001

Desktop Supervisor

- Managed HECO's PC desktop and printer environment and helpdesk.

Hawaiian Electric Company — Honolulu, HI

1997 – 2000

Lead Network Analyst

- Deployed and managed servers and workstations; projects included heco.com; Exchange and Banyan Vines to NT migrations; Terminal Server; ERP; SMS.

Tradewinds Technology — Honolulu, HI

1997

Sole Proprietor

- Provided Cat 5 cabling installations, LAN implementations, and IT consulting.

Royal Data Services — Honolulu, HI

1995 – 1997

Vice President and General Manager

EDUCATION

- B.S., Business Administration — Oregon State University, Corvallis, OR (1995)
- Utility Executive Course — University of Idaho, Moscow, ID (2011)

CERTIFICATIONS

- Microsoft Certified Systems Engineer (MCSE) - expired
- Microsoft Certified Product Specialist – expired
- Certified PC and Laser Printer Repair Technician (National Advancement Corp) - expired

REFERENCES

Available upon request.