

James Ferrato

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Status		Board	Vacancies	Status
Name	James Ferrato	Harbor Commission Advisory Committee	2	Pending
Application Date	4/6/2026			
Expiration Date	4/6/2028			
Board Member	James Ferrato			
Status	Validated BY: DEPUTYCLERK @4/7/2026 7:16 PM ET			

Basic Information

Name
James Ferrato

I would like to be appointed to the position because:
As a Bristol resident, active sailor, and retired executive, I am eager to put my professional and maritime experience to work for the community I call home.

Contact Information

Address
23 Noyes Avenue
Bristol, RI 02809

Yes, I am a resident
Yes

Email

Phone

Cell Phone

Occupation

Yes, I am a city employee
No

Board Application Comments

- Carla DaCosta | 8/7/2026 @ 10:09 am
sent resume to Steve J/Gregg M 8/7/26

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James (Jim) Ferrato

Bristol, Rhode Island

April 5, 2026

Harbor Commission Advisory Committee
Bristol Harbor Commission
127 Thames Street
Bristol, RI, 02809

To whom it may concern:

I am writing to express my strong interest in the open advisory seat on the Bristol Harbor Commission. As a Bristol resident, active sailor with a mooring in Bristol Harbor, I have both a personal stake in the harbor's future and the professional background to contribute meaningfully to its governance.

My time on the water — navigating Bristol Harbor and tending to my mooring south of the Coast Guard Station — has given me firsthand appreciation for the Commission's work on mooring regulations and transient access. I'm also particularly interested in the Herreshoff Marine Museum's proposed marina and the Bristol Harbor Protection Team's breakwater study. While both efforts may be years in the making, I believe each could have a meaningful and lasting impact on Bristol Harbor.

Professionally, I bring 25 years of executive leadership to this role, most recently serving as Chief Information Officer of IBEX Global Solutions, a large international outsourcing firm. Over that career I developed expertise in strategic planning, technology-driven operations, vendor and stakeholder management, and data-informed decision-making — skills I believe translate directly to advisory board service.

"I am committed to Bristol — as a resident, a boater, and a neighbor — and would be excited to contribute to the work of the Harbor Commission in an advisory role."

Respectfully,

James (Jim) Ferrato

James (Jim) Ferrato

Bristol, Rhode Island

PROFILE

Bristol resident and active harbor boater with a mooring in Bristol Harbor. Brings 25 years of C-suite executive leadership in technology, operations, and strategic planning. Seeking to contribute professional expertise and deep local maritime perspective to the Bristol Harbor Commission.

PROFESSIONAL EXPERIENCE

Chief Information Officer | IBEX Global Solutions | Washington, DC | 2016 – 2024

- Led technology and digital operations strategy for a global BPO firm with thousands of employees across multiple continents
- Developed the BPO 2.0 platform and Wave iX product suite, integrating AI-driven analytics into large-scale contact center operations
- Managed complex multi-vendor ecosystems, capital project planning, and regulatory compliance across international jurisdictions
- Served as executive advisor to board-level stakeholders on technology investment and risk

Executive Leadership Roles | iPacesetters / ACCENT Marketing / Protocol Global / Aspect Communications / Stream International | 1999 – 2016

- 25-year career spanning VP and C-suite roles in BPO, CX technology, and operational strategy
- Deep experience in vendor negotiation, infrastructure planning, data governance, and large-scale change management
- Consistent track record of translating complex operational challenges into clear, actionable policy and investment recommendations

SKILLS RELEVANT TO HARBOR COMMISSION SERVICE

- **Strategic Planning & Policy Analysis** — experience developing long-range plans in complex, regulated environments
- **Stakeholder Engagement** — skilled at synthesizing input from diverse community, government, and commercial stakeholders
- **Data-Driven Decision Making** — translating technical studies and data into clear advisory guidance
- **Project Oversight** — managing multi-year infrastructure and technology projects on schedule and within budget
- **Environmental Awareness** — active interest in Bristol's coastal resilience, climate adaptation, and harbor protection issues

COMMUNITY & CIVIC INTERESTS

- Bristol, Rhode Island resident — committed to the town's waterfront heritage and long-term coastal resilience
- Interested in harbor protection infrastructure, climate-adaptive planning, and public access to Bristol Harbor
- Follower of CRMC coastal policy, Rhode Island Sea Grant initiatives, and Narragansett Bay environmental issues