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Overview

A highly experienced Information Technology Leader with a proven track record of success in managing critical IT operations, business-focused projects & customer relationships. Critical thinker, leader and communicator who can inspire changes in people and drive changes in process & technology to achieve great results. A proven track record of delivering in areas including: Client Technology, Technology Training, Service Management, Service Delivery, Program Management & Project Delivery.

Qualities

Communicator: The ability to communicate at all levels of the organization. Whether it's technical details, leadership trends, service management or application development, conducting meaningful conversations is critical skill.

"Project Manager": Thinking like a Project Manager, I'm able to drive my teams to successfully complete discrete work packages. This helps to complete simple improvements to provided services – the ability to pivot.

Process-Focused: Being process focus in an operational organization is critical to an organization's success. Knowing what your organization does and how it does it, provides the knowledge needed to pivot in today's ever-changing environment.

Manager of People: My Passion; Managing teams dynamics, ensuring job satisfaction, all while keeping an eye on succession planning are key components of an engaged, productive & successful team.

Professional History

[2017 – Present] Wells Fargo, Technology Area Senior Manager: Currently leading the Service Management & Control team supporting the Wholesale line of business. Specific functions include Incident Management & Coordination, Problem Management, Change Management, Release Management and Vulnerability Management. The team provides first line response to our business via an Emergency Vulnerability Management Team, that can mobilize to respond to and manage critical and zero-day vulnerabilities that must be remediated within 72 hours of identification. Since its formation, this team has managed 17 emergency events, with zero completion failures. Developed a targeted training team that focused on teams that lacked change management process experience, improving that team's production deployment times while reducing process defects.

[2015 – 2017] GE Capital, Operations Leader: Lead a technical operations team of 24 people focusing on stable 24/7/365 operations of GE Capital's Open Systems Wintel/Unix technologies and underpinning services. Manage vendor support teams and maintain oversight of associated staff. Responsible for operations, performance monitoring and other duties required to run and maintain a multi-client, multi-system hardware and software environment.

[2013 – 2015] GE Capital, Service Delivery Manager: Responsible for ensuring applications for the GE Capital Bank & the Customer Growth Initiatives (CGI) teams run at top performance levels (meeting SLA's), and incident restoration occurs quickly to allow development teams focus on growing the business. Extensive experience in managing both customer applications and customer expectations. Accountable for the performance, monitoring,

governance and communications across all areas including service management, incident and change management & continual service improvement.

[2010 – 2013] GE Capital, Senior Program Manager: Senior Project Manager for the GE Capital, End User Services organization. Directly responsible for all company-wide client technology projects, as well as the direct management of client support teams across the United States and Canada. Led the drive towards hand-held technology as a tool to improve sales and marketing; One of the first teams in the industry to deploy handheld technology. This gives sales teams the tools to book deals faster – a faster way to “yes” for the customer.

[2007 – 2010] GE Capital, Senior Program Manager: Focused on managed projects designed to deliver business benefit through risk reduction, loss avoidance & process improvement, for example:

- Developed a process mapping & dictionary project to help define and streamline program/project management processes, reducing overall process steps by 14%
- Initiated a Business Recovery project to address the gap between Data Center Disaster Recovery and local business site recovery
- Controlled & managed over a dozen application releases for the credit decisioning system with an estimated project investment cost of over \$250 thousand in infrastructure and resources.

[2004 – 2007] Altria Corporate Services Senior Program Manager: As the global provider of WAN and Internet access solutions, the Global Networks group provided key services to the Altria family of companies, including Philip Morris USA, Kraft Foods NA & the Altria Group. As the Program Manager, I was tasked with ensuring on-time delivery of projects through the guidance and control of scope, plans, staff and management. This included the implementation of a global connection data center in New York City as a tool to maintain fundamental financial communications (i.e. General ledger) through a divestiture period.

[2003 – 2004] Altria Corporate Services, Senior Solutions Architect: Responsible for developing IT solutions to business requirements defined by stakeholders This included program leadership of:

- A Global Help Desk organization to support applications spanning multiple operating companies and geographies. Responsible for project management, technical coordination, customer communication & compliance and process engineering.
- A Shared Services Data Center: This included analysis, approvals, build-outs, system, data, and application migration & operations processes. Delivered the solution 2 months early with better than expected SLA's.
- A Service Management Tool Solution: Implemented ITIL-based solution across 3 data centers. Reengineered 7 processes, implemented a standard tool set (HP OpenView Service Desk), and created a 'Follow the Sun' Help Desk. Compliance to SLA's increased over 30%, and outage minutes decreased over 50% in the first year.

Education

BS Degree in Criminology, 1989

Long Island University,
Greenvale, New York

MS Degree in Public Administration, 1993

Long Island University, Dobbs Ferry,
New York

MBA in Information Decision Technology Management, 2001

Iona College, New Rochelle, New
York