

NAME

Address

Phone Number • Email

EXECUTIVE-LEVEL IT LEADERSHIP

Strategic technical leader and planner with over 12 years of experience enhancing corporate performance and profitability by aligning IT systems and infrastructures with company goals.

- Proven history of success overseeing IT governance strategy and implementation for global organisations with budgets in excess of \$500 million.
- Valuable strategic partner to executive and Board-level leadership in establishing international IT operations that assure competitive edge in challenging markets.
- Highly capable leader and communicator with proven talent for achieving consensus at all corporate levels and building / managing high-performance teams.

ITIL Implementations • Service Delivery Management • Change Management • Incident Response
Strategic Planning • Budget Management • Stakeholder Relations • IT Project Management
Client Relationship Management • IT Governance • Outsourcing Management
Contract Negotiations • Cost Reduction & Control • Budget Management • Team Leadership

PROFESSIONAL EXPERIENCE

Company, Location • 2000-Present

Global data and telecommunications company with approximately \$8 billion in annual revenue and 29,000 employees worldwide.

Senior Director, Operations Governance • 2012-Present

Direct 2 major outsourced infrastructure and application support contracts worth \$100 million and \$30 million as leader of 20-person team. Coordinate operational governance and assure compliance with strategic objectives. Enforce alignment of service level management, reporting, service escalation, finance and billing operations with corporate and client goals.

- Assured highly effective relationship management toward key corporate goals through establishment of partner maturity models for measuring project progress.
- Drove delivery of \$12 million in cost savings within 12 months and expected delivery of \$80 million in savings within 5 years by implementing balanced scorecard tracking system.

Senior Director, Global Site Operations • 2010-2012

Promoted to recruit, train, manage, and deploy an elite 85-person team to boost effectiveness, efficiency, and customer satisfaction for over 200 company sites serving more than 29,000 customers. Managed \$30 million budget and developed strategic plan for simplifying, standardizing, and leveraging existing outsource relationships. Assured focused local service delivery and operational performance of more than 200 major facilities including manufacturing plants, design centres, distribution groups, customer service centres, regional headquarters, and major sales offices while leveraging global capabilities and partnerships.

- Forged local contacts by implementing operational reviews, customer feedback sessions, IT Café events, and customer outreach sessions to boost local connections.
- Achieved increase of customer service ratings from 70% to more than 90% within 18 months.
- Consolidated fragmented service supplies to 2 leveraged sourcing contracts for infrastructure and applications, improving service delivery and saving over \$6 million.
- Reduced staffing costs by streamlining employment strategies, reducing team from 85 to 30 high-performing individuals.

Director, Global Computing Services • 2010

Chosen to coordinate management of infrastructure outsourcing initiatives as leader of 8-person direct-reporting management team charged with over 180 employees. Managed and allocated \$150 million budget. Directed end-user, distributed, and data-centre computing initiatives including storage and backup operations.

- Delivered high levels of service stability after spin-off of Mobility business unit from corporate operations.

COMPANY (continued)

Service Delivery Director / Chief of Staff • 2007-2010

Served primary leadership role in managing IT operations and governance company-wide, overseeing staff development, strategy, budget planning, and processes as well as administration of \$500 million budget. Conducted budget and operational reporting. Oversaw operations of 490 staff members. Led Service Delivery Management Strategy for 5 global operating divisions as leader of 6 management-level staff members charged with 40 cross-functional employees; managed and allocated \$10 million budget. Directed incident response and site management activities. Implemented Standard Operating Procedures (SOPs). Allocated service recovery team responses to critical incidents.

- Enhanced response to critical and high-profile incidents by streamlining flow of information to IT senior leadership and business stakeholders.
- Introduced strongly effective escalation and notification process assuring timely setup of response strategies to major high-priority incidents.
- Implemented annual cost reduction strategies, achieving average of 20% cost decreases year-over-year.
- Consolidated approximately 200 IT staff into semi-independent IT organization with 0 interruptions in design centre operations.
- Championed site management and customer satisfaction focus to wider IT operations, establishing strong environment of service improvements company-wide.

EMEA Regional Roles • 2000-2007

Achieved rapid promotions to increased areas of service as EMEA Customer Service Manager, Service Improvement Director, and Regional IT Director of EMEA Operations, with growing accountability for budgets of up to \$90 million and service delivery teams of as many as 40.

- Fuelled increases in revenue by securing contracts with 4 regional businesses for EMEA corporate data centre services.
- Streamlined costs by implementing outsourced infrastructure service across Europe, Middle East, and Asian markets.
- Salvaged threatened contract by implementing new incentive programme to motivate resolution of internal conflicts within 18 months.
- Spearheaded cost-effective closure and re-allocation of data centre and factory.

EDUCATION

Bachelor of Science in Electrical and Electronic Engineering
University, Location

CERTIFICATIONS

ITIL Service Management Framework Certified
Digital Six Sigma White & Yellow Belts

PROFESSIONAL DEVELOPMENT

Organizational Change Management

PROFESSIONAL AFFILIATION

ITIL Service Management Foundation