**Qualification Summary**

**Senior-Level Information Technology Leader**

Accomplished hands-on IT Leader whose greatest strength is thinking as a strategist while executing like an operational manager, who transforms strategic programs / projects into workable solutions for key operational targets / goals.

Specializing in IT Service Delivery with a keen focus on operational intelligence and automation. Bringing visibility into the IT stack for real time availability and health of the enterprise, while creating key performance indicators and metrics used by the management teams allowing for informed business decision.

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| --- | --- | --- |
| *Areas of expertise:* | | |
| * Operational Intelligence * Operational Strategy * IT Service Delivery * IT Asset Management * CMDB * Common Services Data Model (CSDM) | * ITSM, ITOM, ITAM * Service Now * Scrum Agile * Building Collaborative Cross Functioning Teams * Asset Management Process | * Strategic Planning and Leadership * Project Planning/Execution * ITIL v3/4 * Data Center Operations |

**CDI LLC - Solutions Architect**

(Remote) March 2021 to Present

* ​​ServiceNow Solutions Architect – Guiding clients to produce organizational value from their ServiceNow implementations, with a focus on IT Service Management, IT Asset Management and IT Operation Management
* Helping our clients solve their most critical business challenges, improve performance and gain a competitive edge
* Analyze and translate business information and technical requirements into an architectural blueprint to achieve complex business objectives
* Facilitating workshops or meetings to gather requirements, presenting, and validating solutions and test the interpretation of the client’s needs
* Produce a detailed functional design document to match customer requirements
* Serves as an active contributor of leading practices, standards, and thought leadership related to the ServiceNow platform
* Understanding and having experience in driving process optimization, efficiencies and productivity using automation

**Honeywell International- Senior Manager ITSM - ITAM**

(Morris Plains, NJ) April 2018 to March 2021

​​Digital Transformation Leader – ServiceNow Solutions Architect - Operational Intelligence - Driving change to People, Process and Technology.

* Managing multi-phase ServiceNow implementation
  + Modernize – Transform – Innovate the Configuration Management Database CMDB automating the asset lifecycle
    - Total Cost of Ownership by Service, CI
    - Aligning to Enterprise Data Management Process and Methodologies
  + Automation and Process improvement, Incident, Problem and Change
  + Event Management and Operational Intelligence Implementation
    - Transforming threshold-based event collection to Big Data methodologies
    - Anomalies detection and predictive analyses
    - Capacity Planning, Trend Analysis, Resource Utilizations with one common data set
  + Common Services Data Model Implementation
    - Changing the way Honeywell manages their Service
    - Brining Service Level Management
  + Transforming Operational Data into key KPI and Metrics
    - Health Dashboard, Completeness, Correctness and Compliance
  + Application Rationalization, Customer Satisfaction
* Managing multiple global teams

**Cologix - Manager Data Center Operations**

(Cedar Knolls, NJ) June 2017 to April 2018

*Data Center Colocation and Managed Services.*

​​Rebranding and building the Enterprise Data Center Operation team supporting 24 Data Centers with 1800 customers within North America. Responsibilities include:

* 24 X 7 operational support
* Monitoring critical infrastructure power, cooling and HVAC
* Incident Management and Escalation
* Develop operational metrics for reporting
* Remote hands cases for hardware support, troubleshooting network performance issues, backup and restore

**Verisk Analytics - Head of System Support Services**

(Jersey City, NJ) 2014 to June 2017

*Leading software company with $15B in annual revenue.*

**​​**Provide ITService Delivery by building strategic relationships with the leaders of the business units and member companies and aligning with their goals to provide valuable service.

Develop and Automate operational metrics used by the CIO and leadership teams enabling informed business and financial decisions.

Transforming teams to be agile and align to the needs of the businesses. Building strategic working relationships with developers providing visibility into performance of the applications code and data bases, infrastructure team providing insight into infrastructure health, availability, capacity and trending analysis, facilities teams for insight into the critical infrastructure.

Apart of team migrating on premises application and services to AWS Amazon Web Services. Part of the process is a detailed analysis of the service to understand the financial and or performance benefits.

Managing and participating in multiple Program / Projects to accomplish Operational Excellence.

* Global Data Center Consolidation to Co-Location Facility East Coast, West Coast and Europe. Accomplishing the goals of
* Reduced IT Infrastructure and Management Costs
* Increased Power Capacity and Redundancy
* Increased Reliability and Uptime
* Bandwidth service provider diversity and realizing volume pricing benefit
* Improved Security and Data Protection
* Instrumentation - Enterprise Monitoring and Automation
  + Architect and implement monitoring services, delivered to the enterprise. Providing visibility to each layer of the IT stack with a goal of operational intelligence. The end result is improving mean time to repair and the overall health and availability of services. The enterprise tools in the strategy; Solarwinds for infrastructure, New Relic for application, Splunk for logging, IBM Omegamon for mainframe and Service Now for service management.
* Service Transition – Change Management and (CMDB)
  + Managing an enterprise change management process, Configuration Management Database (CMDB), IT knowledge base and Software Configuration Management and Deployment.
* Incident and Problem Management
  + Manage the immediate response to system outages and restore service to a fully functional state to minimize business impact. Determine the underlying root cause of service disruptions and to find permanent solutions. Responsible for performing a "Root Cause Analysis" and providing Reason For Outage (RFO)

**Coach, Inc. – Senior Manager, Data Center Operations** (Carlstadt, NJ) 2006 to 2014

*Leading luxury retail brand with over $3B in annual revenue.*

Direct data center operations on a company-wide scale, devising and executing initiatives to maximize efficiency, quality, and productivity of IT systems and processes. Leverage ITIL methodology to enhance service delivery to the global enterprise, architecting a framework that aligns IT initiatives with broader business goals, and enables the company’s 1,500-member IT service team to best meet the needs of internal clients. Lead 13-member team, driving the cross-functional pursuit of new technical capabilities that advance the company’s growth and profitability.

**IT Process Improvements**

* Captured over $250K in annual savings through internal development and implementation of multiple web-based applications, using .Net and SQL to automate several processes, including the company’s change management policy, firewall requests, database access requests, SAP transport requests, root cause analysis, and remote access requests.
* Converted an outdated, Excel-based change management and approval process to a streamlined, web-based system; cut the turnaround timeframe of approvals from 1-2 weeks to 15-30 minutes without sacrificing quality of decision-making.
* Drove $4M, multi-year program to implement an Enterprise Scheduling System using Cisco Tidal; directed 10-member team in design and implementation of the system, which currently supports over 30,000 jobs per day.
* Designed and introduced new HP Open View standard operating procedures to optimize IT work flows; new operational framework introduced greater levels of organization, accountability, and consistency to global IT services.
* Installed and implemented the development and production environments running on AIX Unix Master servers and agents to approximately 300 servers spanning Unix, Windows, and Linux.
* Enhanced the company’s 24x7 helpdesk capabilities, ensuring proper functionality of critical systems, servers, and software, and accelerated response times to malfunctions and threats.
* Developed a broad range of additional enterprise tools that grew the performance and efficiency of global IT operations, including HP SiteScope, HP NNM, MIR3 Telalert, Solar Winds, and Opnet AppRespponseXpert.

**Administrative & Team Leadership**

* Built, trained, and coached 13-member data center operations team spanning multiple technical specialties, growing the data center unit into a high-performing division with global influence.
* Partnered with executive leadership to define an overall IT strategy that expanded oversight and monitoring of ground-level operations; introduced new tools, programs, and systems that delivered greater management capabilities through real-time analysis.
* Worked across multiple divisions to align company operations for compliance with both SOX and PCI standards, among other mandates, and helped lead relationships with auditors to ensure fulfillment of all requirements.
* Designed and delivered hands-on training programs to a global user community, growing the skillset and expertise of staff across international borders.

**Thomson Financial Corp. – Server Manager Consultant** (Manhattan, NY) 8 Month Contract 2006

*Formerly, one of the world’s leading information companies specializing in IT systems, software, and services for financial managers; the company merged with Reuters in 2008, forming a global media and information firm with over $13B in annual revenue.*

Serving in a contract role, helped lead the execution and delivery of company services to key clients. Proactively identified and resolved client issues, using VERITAS software to troubleshoot over 4,000 servers in a Sun Solaris, Unix, Linux and Windows environment.

* Ensured the smooth operation and delivery of critical IT services in a high-stakes, time-sensitive environment, successfully meeting the needs of a client roster comprised of some of the top banks, hedge funds, and financial management firms in the U.S.

**Marsh & McLennan Companies – Lead Architect, Server Management** (Hoboken, NJ) 2005 to 2006

*World’s largest professional services and insurance brokerage firm with $11.5B in annual revenue and over 52,000 employees.*

Developed and implemented IT initiatives that grew performance, efficiency, and capability for Marsh & McLennan on a global scale, steering a range of projects. Engaged senior staff across multiple divisions to understand business needs and requirements, and translated into technical solutions.

* Directed 8-member team and administered $3M budget to achieve global roll-out of NetBackup 5.1, leading the deployment across the U.S., U.K., Germany, Bermuda, and Latin America; designed the infrastructure, established project schedule and budget, and led global training programs to ensure a smooth, seamless implementation.
* Maintained 2 Solaris NetBackup Master Servers supporting over 300 clients
* Implemented and managed enterprise-class LTO libraries and 40 LTO autoloaders, including IBM 3584, Scalar 1000, Scalar 100, and StorageTek L20, L40.
* Delivered key technical support to legal officers and outside counsel during litigation, locating and obtaining files from legacy backup systems.

**Education & Professional Certification**

**Computer Career Center – Garden City, NY** 1997 to 1998

**McCormick College – Chicago, IL January** 1996 to 1997

Associate’s Degree in Business Administration, Concentration: International Business

*ITIL V3 Certified*

*Project Management for IT Certified 2010*