

QUALIFICATION SUMMARY

Senior IT Leader – Service Management Platforms, Service Delivery & Employee Experience

Accomplished hands-on IT leader with 20+ years running global IT service delivery and owning enterprise ServiceNow platforms. Known for thinking as a strategist while executing as an operational manager: turning strategic programs into workable solutions, automating manual processes, and building the metrics and dashboards leadership uses to make decisions.

Proven in building and leading large, globally distributed teams; running 24x7 service desk and operations; and partnering across IT, Security, Finance and the business in matrixed, governance-driven environments to modernize ITSM, automate workflows and improve the experience of the people IT serves.

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

ADP – SENIOR DIRECTOR

(Roseland, NJ)

January 2024 to Present

- Strategic owner of the global ServiceNow ITSM platform: set vision, governance and roadmap, and drive enterprise-wide adoption across business units.
- Led the ITOM rollout, including ServiceNow Discovery across hybrid environments (on-premises, AWS, OCI and Azure), bringing approximately 70,000 servers under management with accurate CI mapping and real-time operational visibility.
- Architected and implemented the Common Services Data Model (CSDM) to align digital services with infrastructure, applications and business capabilities.
- Directed the transformation of IT Asset Management for hardware and software, covering approximately 90,000 laptops under management and integrating asset lifecycle processes with procurement, compliance and operational workflows.
- Established platform governance and best practices that keep development scalable, the user experience consistent and the roadmap aligned to strategic priorities.
- Partner with senior IT and business leaders to drive digital transformation and workflow automation, with measurable outcomes tracked through KPIs and health dashboards.
- Drive continuous service improvement, increasing platform stability, adoption and enterprise value realization.
- Modernized the Tech Cafes supporting 100,000 associates, introducing a walk-up support experience and greater automation, and deployed Eternity, a tool that gives immediate visibility into laptop performance and issues so support can act proactively.
- Reduced associate-facing ticket volume through self-service: knowledge articles that deflect incidents with self-help, and AI assist that handles routine requests such as password resets.
- Used the CMDB to show the impacted services and blast radius the moment an infrastructure incident is opened, so teams focus on what matters and restore service faster, directly supporting mean time to repair.

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- Positioned the CMDB as critical security infrastructure in the era of frontier AI, where vulnerabilities surface faster: an accurate view of what exists and what depends on it lets teams prioritize and act quickly on critical patching and remediation.
- Use the CMDB to verify that servers are current with the latest security patches (approximately 85% compliant enterprise-wide); now implementing Tanium, which integrates tightly with ServiceNow, to move from a homegrown patching tool to an enterprise-grade, automated on-demand patching platform.

CDI LLC - SOLUTIONS ARCHITECT

(Remote)

March 2021 to January 2024

- 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
- 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
- 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
 - Automation and Process improvement, Incident, Problem and Change
 - Event Management and Operational Intelligence Implementation
 - Common Services Data Model Implementation
 - Changing the way Honeywell manages their Service
 - Introducing Service Level Management
 - Transforming Operational Data into key KPI and Metrics
 - Health Dashboard, Completeness, Correctness and Compliance
 - Application Rationalization, Customer Satisfaction
- Managed 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 IT Service 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
 - 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.
- 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.
- Enhanced the company's 24x7 helpdesk capabilities, accelerating response times to malfunctions and threats and ensuring critical systems stayed available.

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

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.

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