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SENIOR TECHNOLOGY LEADER

Passion for Driving Business Transformation with Innovation and Technology

Performance-focused professional known for successful development, implementation, deployment, and management of traditional and cloud-based enterprise solutions and services. Deliver exceptional results through strategic imperatives, process transformation, and execution.

Compelling leader, highly adept at resolving complex challenges by collaborating with and managing cross-functional groups of diverse technologists and business leaders. Areas of expertise include:

• IT Strategy	• Infrastructure	• Governance
• Global Leadership	• Process Improvement	• Service Delivery
• Service Management	• Program Management	• Portfolio Management

PROFESSIONAL EXPERIENCE

IBM, Boulder, CO

Director, Global Optimized Services, Global Systems Management Operations (2015 – 2016)
Lead team of 400+ global professionals and business/technology leaders, providing optimized systems and service management solutions for IBM Infrastructure Services' clients in all geographies. Drive global optimization and innovation across all services, leveraging cloud and agile methodologies.

- Enhanced 12 different services via global standardization and 15%+ reduction in labor/non-labor costs.
- Established consistent financial management across all services by creating a repeatable governance model and globally-centralized business operations.
- Led new strategy development for cost recovery and funding of mature global services, freeing up investment budget for new initiatives.

Senior Manager and Senior Global Program Manager (2010 – 2015)
Directed deployment of systems management enterprise software to IBM Infrastructure Services' clients in all geographies. Built cross-geography and cross-functional virtual teams as well as global governance model. Ownership of all functional and financial targets.

- Oversaw 5-year, $50M cross-brand investment, modernizing endpoint management for Infrastructure Services' accounts globally.
- Led development of new service delivery model, driving 20% drop in total service cost while building staffing plan that grew the organization 50% globally.
- Served as service delivery subject matter expert for corporate acquisition and integration of endpoint management company into IBM, as member of cross brand team.
- Communicated and led adoption and implementation of the strategic solution globally to 200+ accounts and 300K+ managed endpoints.
- Successfully migrated infrastructure to the cloud in several geographic locations, contributing to 20% drop in service cost and reducing time to complete infrastructure builds from months to days.

Manager and Global Service Owner (2006 – 2010)
Oversaw cross brand requirements definition as well as design and development of compliance management tooling and services for Infrastructure Services' accounts. Directed cross brand development and deployment of technology in the Americas and Asia; 100 accounts in 10 countries.

Manager and Global Service Owner (continued)

- Eliminated duplicate development budgets between brands while achieving 10% reduction in service delivery costs across all accounts.

- Improved service requirements, release, architecture, and problem/change management processes by leading staff to simplify and standardize, establishing this service as the model for entire portfolio.

- Achieved all functional and financial targets for the program, totaling $6.5M+ in investment.

Manager, Intel Distributed Compliance Administration (2004 – 2006)

Led team of Intel/Windows system compliance administrators supporting North American clients. Member of Global Delivery, Research and Development automation task force.

- Reduced missed system compliance checks and security patches by 40% and improved audit compliance 70% by pioneering a completely new service model for centrally-managed server security and audit compliance.

- Provided leadership in other core process areas, including change management and security issue/risk management; raised cross-functional awareness of audit performance and requirements and streamlined these processes, resulting in further efficiencies.

Manager, Wintel Server Support (2002 – 2004)

Oversaw team of Intel/Windows system administrators, providing system administration support to several SO accounts.

- Generated $1-2M in new revenue for IBM, based on team's analysis and recommendations.

- Asked to manage several client-critical support situations for Delivery Center; restored service and customer satisfaction to prior levels and above.

- Provided insight and feedback to Corporate Strategy team as systems management specialist on Competitive Analysis subteam.

- Coached team in developing a 1-team model that consolidated and optimized support across 2 mid-size accounts, avoiding additional staffing costs and boosting morale; model was adopted by other business units to improve team engagement and efficiencies.

ADDITIONAL RELEVANT EXPERIENCE

IBM, Boulder, CO

Senior Technical Unix Delivery Specialist

AIX / SP Team Lead

CESSNA AIRCRAFT COMPANY, Wichita, KS

Senior Programmer / Analyst

EDUCATION / PROFESSIONAL DEVELOPMENT

Master of Management Information Systems
FRIENDS UNIVERSITY, Wichita, KS

Bachelor of Science, Computer Science
WICHITA STATE UNIVERSITY, Wichita, KS

IBM, Boulder, CO:
A Journey through the Agile Life Cycle | A Taste of Agile | Advanced Collaboration Capabilities
Cloud Security Strategy | Fostering an Innovative Work Environment | IBM Unified Endpoint Management
Enabling Meaningful Work | Developing Solutions for the Internet of Things | IBM Watson Technical Strategy