

DAVID CHLIPALA

ABOUT

Strategic problem solver and technologist, with experience in global business & digital transformation. I enjoy finding simple solutions to complex problems.

EDUCATION

University of St. Thomas

B.A. Computer Information Systems
Saint Paul, Minnesota
Sept. 2009 - May 2013

CONTACT

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📍 San Francisco, CA

EXPERIENCE

Consulting Manager - Digital & Tech Transformation

PwC — Strategic Technologies, CIO Advisory

📅 June 2015 - Present

- Led effort to drive adoption of enterprise cybersecurity standards across 50+ global subsidiary businesses for a Fortune 500 technology services & solutions provider. Partnered with C-level program sponsors and strategic workstream leads to identify key technology leaders within independent business units, assessed existing cybersecurity & IT operating models, and collaboratively developed standardization strategies, plans, and roadmaps.
- Responsible for leading a series of large-scale technology transformation programs within the Office of the Global CIO at a Fortune 50 corporation. These initiatives include enterprise IT strategy, operating model design, process optimization, and transaction support. Key experience includes:
 - Constructed a commercial service portfolio strategy and chargeback model for a multibillion-dollar federated IT organization in response to the client's largest global acquisition to date. Simplified the customer-facing technology portfolio from 1200+ billable SKUs to 92 commercial product/service offerings.
 - Managed the development and global rollout of a modernized support strategy, operating model, and service management platform, resulting in reduced annual operating costs totaling more than \$75M, and increasing Net Promoter Score (NPS) from -20 to +59 within ten months.
- Advised private equity funds and corporate clients in buy-side and sell-side operational due diligence efforts for deals ranging from \$xxM to \$xB in total transaction value.

Product Manager - ITSM Tooling & Process

FIS — Global Commercial Services

📅 July 2014 - June 2015

- Responsible for the strategy, build, and operation of an IT infrastructure managed services portfolio and tooling platform (ServiceNow) for a Fortune 500 financial services and technology provider.
- Worked with clients and delivery teams to establish product roadmaps and release schedules. Led technical pre-sales activities, oversaw client onboarding & training processes, and provided guidance on tool architecture and business process integration.

Business Consultant

Perficient

📅 June 2013 - July 2014

- Managed information architecture and process design for an affiliate marketing platform and transaction processing system, allowing a Fortune 100 retailer to identify and reward external partners for sales conversion of an estimated \$500M+ in annual revenue, both in stores and online.
- Coordinated product management activities, including customer research and requirements analysis, feature design, and roadmap planning for a web-based pharmaceutical benefits marketplace and member portal.

PROFESSIONAL SKILLS

- | | |
|---|--------------------------------------|
| • Product Management | • Process Engineering & Optimization |
| • IT Service Management (ITSM) | • IT Financial Management |
| • Project/Program Management | • Executive Communication |
| • Business Intelligence & Visualization | • Contract & Vendor Management |
| • Organizational Change Management | |

CERTIFICATIONS AND ACCREDITATIONS*

- ServiceNow Certified System Admin
- Certified Scrum Product Owner
- Certified ScrumMaster
- AWS Business Professional*
- AWS TCO & Cloud Economics*
- AWS Solutions Trainings for Partners: Foundations*