

INFORMATION TECHNOLOGY SENIOR MANAGER

Summary

- 15+ Years of Leadership experience in Information Technology (as an IT Director and Consultant)
- Extensive strategic Vendor Management Expertise (VMO Leadership) Expert in Vendor selection process (RFI, RFP, MSA and SOW) and leader in contract negotiations
- Senior Project Management leadership
- Co-Chairman of Change Management Review Board
- Saved Millions of Dollars in vendor expenses through successfully implemented sourcing "Partnerships"
- Implemented and Lead a Business Relationship Management Team
- Accomplished IT Technologist with a strong Business acumen, including an MBA Degree
- Successfully resolved complex Business, Technical and Operational issues
- Specialist at presenting Executive Level Technical Business Presentations (VP/SVP/CIO)

Highlights

- Global and strategic sourcing
- Negotiations expert
- Vendor management
- Project management
- Vendor selection process
- IT Technical Support
- Cloud Computing
- MBA Degree

Experience

Information Technology Senior Manager

April 2013 to February 2015 Company Name - City , State

- Leading worldwide major manufacturer, distributor and retailer of high quality vitamins & supplements
- Leadership role in the Vendor selection process (RFI/RFP/SOW)
- Negotiated and Contracted with selected technology vendors to optimize quality and minimize IT costs
- Successfully directed several major Vendor sourcing projects of Enterprise Business critical applications (Oracle EBS Suite)
- Draft, negotiate, and manage large complex vendor contracts
- Measure Vendor performance via Scorecards (SLA's, Performance Metrics, System Availability)
- Implement and manage multiple successful "partnerships" with carefully selected key Vendors (Infosys, Accenture, MindTree, Presidio, Salesforce, Oracle (OMCS), Cisco, Genpact, TechDemocracy, Tata, Pegasystems, Amdocs, etc.)
- Annual recurring savings of \$2.75 million dollars from large "re-negotiated" support agreements.
- Implemented Onsite, Onshore and Offshore talent sourcing models (completed on schedule)
- Worked with the Business and IT Teams to successfully implement new technical support vendors/partners.

Information Technology Director

January 2000 to February 2013 Company Name - City , State

- Major Entertainment Company providing Internet, Email, VoIP and HDTV/VOD to 3.2 million customers Information Technology Director: Researched, selected, implemented and managed multiple Vendor relationships Lead several RFI, RFP, MSO and SOW's.
- Drafted and approved contract amendments/renewals.
- Extensive Business Systems, Project Management and Business Relationship achievements.
- Director of Information Systems with extensive experience in Customer Service technologies.

- Directly responsible for Managing Infrastructure and Technical Application Support teams, Improved overall contact center system uptime from 99.93% to 99.99% through monitoring and proactive maintenance.
- Maintained several JD Powers top system performance ratings.
- Directed a Business Relationship Management team which was integrated within the Business Units.
- Our IT customer surveys improved from C- to B+ under my lead.
- Successfully managed over 45 IT Projects, with many coming in on-time, on-budget and with required Business functionality Extensive Strategic Vendor Management expertise and overall responsibility for System Availability (vendor performance metrics, report cards and SLA's).

Business Systems Delivery Consultant

January 1999 to January 2000 Company Name - City

- Client Company (Cablevision Systems) “contract-to-hire” and was offered a Senior Management position within Corporate Information Technology.
- Started a new Technology Support team, centrally supporting over 110+ Business Applications.

Client Services Manager

January 1998 to January 1999 Company Name

- Provided professional consulting services to multiple Fortune 500 Companies in Investments, Banking, Finance and Insurance areas.
- My customers include Merrill Lynch, Guardian and JP Morgan Chase.
- Implemented customized CRM applications to streamline money transfer reconciliations between World Bank Members.
- Responsible for System Implementations, Project Management, Project Costing and all Customer Executive Level communications.
- Assisted the Sales team in closing 3 major new accounts (Sales Support role).

Education

M.B.A., Masters : Business Administration Adelphi University - City , State Business Administration

B.S : Management and Economics State University of New York - City , State Management and Economics

ITIL Certifications: by New Horizons Consulting ITIL v3 Foundation ITIL v3 Practitioner Pega Certified Project Management Project Manager Certification

Skills

streamline, Banking, budget, Business Systems, C, Cisco, closing 3, Consulting, contracts, CRM, Client, Customer Service, E-Business, Email, Senior Management, Finance, Guardian, Information Systems, Information Technology, Insurance, Investments, ITIL, ITIL v, Leadership, Director, Managing, money, MSA, negotiating, Enterprise, Oracle, Project Management, quality, Relationship Management, RFI, RFP, Sales, Sales Support, SLA, Strategic, technical support, Vendor Management, VoIP