

# Stephanie Benoit-Kurtz

## Operational IT Leader

Las Vegas, NV - Email me on Indeed: [indeed.com/r/Stephanie-Benoit-Kurtz/95fce6d6b950b253](https://www.indeed.com/r/Stephanie-Benoit-Kurtz/95fce6d6b950b253)

TECHNOLOGY INNOVATOR AND LEADER with a sophisticated grasp on emerging and existing technology and its application to drive business performance improvement and strategy that aligns with organizational objectives. Technical expertise is paralleled by the ability to envision, architect, implement, manage and support, streamlined business and operational processes.

Collaborative, solutions-based consultation between business and IT—setting and managing expectations and priorities, translating executive and business needs into actionable deliverables, and building and managing internal/external teams to deliver. Consistently bring diverse functional perspectives together, driving the agreement and realization of a shared vision.

Decisive and inspirational leadership in the direction of IT strategy, support, resources, enterprise business development, marketing, process improvement, and project management. MBA with over 20 years of IT Operations Support experience managing virtual teams across multi-location organizations. Extensive experience in ITIL and COBIT methodologies, incident management, SLA delivery, outage management, maintenance, operations management, IT controls and continual service improvement.

### WORK EXPERIENCE

#### **Services/Solution Consultant**

Hewlett Packard - Las Vegas, NV - January 2007 to Present

Hewlett-Packard Company, Virtual January 2007 - Present

Hewlett-Packard/ Imaging and Printing Group (April 2010 to Present)

Services Architect -MFG/CME/FSI Verticals

This is leading role in the Americas region designing, scoping, and developing integrated solutions, and architecture of a output environments in enterprise customer accounts. Responsible for consulting with customers and lines of business owners in determining pain points and supporting company products, solutions, services and systems. Responsible for the successful implementation of business plans associated with the above planning and growth initiatives. Drives HP leveraged delivery teams in identifying and resolving systemic client service delivery issues as documented within a problem management. Provides technical support in customer engagements, customer onsite assessments, presentations, product demonstrations, customer training and delivery of professional systems consulting/integration services. Understands, develops and delivers systems/applications solutions to meet customer's business, information, technical and educational needs. Excels at C Level presentations and communications to articulate HP services, solutions and Managed Print Services value proposition and alignment to organizational goals. Successfully operates in the most complex disciplines in which the company must operate to be successful. Contributes to the overall strategic direction of the accounts through both operational and innovation initiatives. Provides highly innovative solutions. Routinely exercises independent judgment in developing methods, techniques and criteria for achieving objectives. Develops strategy and sets functional policy and direction. Acts as a functional manager within area of expertise. Leads large, cross-division functional teams or projects that affect the organizations long-term goals and objectives. Works with HP Leveraged Delivery organizations to ensure enterprise processes exist and satisfy customer requirements. Proactively working within region on initiatives around IT Operations Best Practices, Assessment Practices, Workflow Discoveries and the integration of

solutions within standard assessment practices. This includes strong collaboration with third party partners, and cross functional groups within the region.

### **Americas Solution Manager**

Hewlett Packard - Las Vegas, NV - November 2008 to April 2010

Manager - Americas Solutions, Imaging and Printing Group (November 2008 - April 2010)

Consulted with executives of Fortune 500 organizations in use of technology to reduce costs, automate processes, and drive efficiencies, serving as a senior resource for business case development, carbon footprint analysis, proposals, presentations, requirements and operational details of major solution-driven or high-service content deals. Engaged line of business owners, stakeholders, managers, and C-level executives. Matured the organization's solution effectiveness by developing, coaching, and strategically positioning six business process consultants and partnering with 120+ Enterprise and Public Sector account team members to drive results in innovation strategies for customers. Managed funnel, P&L, SOW documents (both partner and customer), MSA documents, and developed custom service offerings for solutions.

- Aligned Business Process Consultants to the geographic and vertical areas and instilled a team-oriented business-process- engagement methodology that more effectively identified and targeted customer needs and requirements for services and solutions.
- Created and implemented "Solution Speed Dating" account and solutions management discussion program that solidified joint planning for key accounts with development and implementation of customer pain points around the areas of control, capture, route, manage, and delivery strategy (CCRMD) to address customer-facing needs in the document lifecycle.
- Delivered a variety of strategies to reduce costs of operations in enterprise accounts. Average cost reductions on process improvements ranged from 27-35%. Providing organizations significant cost savings and process improvement on operational tasks within HR, AP, AR, Marketing, IT, Finance and Operations departments.

### **Technical Solutions Consultant**

Hewlett Packard - Las Vegas, NV - January 2007 to November 2008

Technical Services Consultant, Imaging and Printing Group (January 2007 - November 2008)

Supported managed print services engagements as printing and imaging technical subject matter expert to virtual account team, including country account manager, service consultants, and account delivery managers. Managed the total customer experience through contract lifecycle, from signature through performance review, audit, and support. Identified and positioned cross-functional resources needed to identify, capture and deliver support customer contracts.

Ensured ongoing service quality and high-level return on customers' investments for rostered customer engagements through proactive performance measurement/service audits and reporting, and the preparation and presentation of quarterly business reviews. Performed customer training and resolved service, delivery, billing, and technology issues. Developed and maintained ROI analysis, compliance, and environment reports and research for key accounts.

- Managed and maintained major service contracts including third party contractors and partners.
- Initiated a more immediate call to action in the development of deeper customer workshops and business case presentations. Articulated actionable pain points and return on investment by harnessing IT operations, SOX, and compliance expertise through targeted analyses of current and future state models.
- Recognized for promoting customer loyalty and exceeding customer expectations for Red Rock Casino Resort and Spa, earning Americas Technology Services Delivery Operations Wow the Customer Award.

- Enhanced the business unit's value proposition through research, development, and presentation of content and technology optimization proposals to account C-level officers to address pain points within organizations and strategies to match organizations technology direction.

- Reduced and eliminated operation issues around contract performance, customer service related issues, SLA delivery challenges, increase contract performance, reduced non reporting device billing issues and increase customer satisfaction through onsite training initiatives.

### **Director, National IT Operations**

GES Exposition Services - Las Vegas, NV - June 2001 to December 2006

GES Exposition Services, Las Vegas, Nevada June 2001 - December 2006

Director of National IT Operations / Project Management / Customer Delivery

Directed a multi-location operational IT staff providing 24x7 project management and operations support of 22 US and Canadian locations, earning Director of the Year nomination in 2004. Managed 20 staff directing IT infrastructure, systems, applications, and support operations including asset management, active directory management, remote device management, file and print server management, database, critical systems, hardware and warranty support, infrastructure installation and 24x7 support of data and telecommunications networks. Supported data center design, implementation and support, data center moves, and network migrations as required. Developed vendor proposals and managed vendor relationships. Created and implemented IT policies and procedures.

Ensured operational, service, and cost performance met established goals with accountability for support contract performance, vendor management, and compliance with service level agreements in support of internal and external customers. Provided program management and direct project management of critical IT projects through all phases. Managed project performance metrics, trend analysis, ROI, cost of capital analysis, and total cost of ownership for major capital projects. Led changes management and quality assurance of all newly-implemented technologies. Developed and directed training programs on new equipment and systems.

- Managed the in-budget, on-time construction and relocation of 11 offices in Canada and throughout the US, as IT lead, including relocation of 500 users, phone systems, servers, and workstations to a new 800,000 square foot facility accomplished with zero unplanned downtime.
- Managed the design, install and support of 2,400 Remote LAN environments per year to support multi-location technical operations that provided services for a variety of different lines of business.
- Conceived, planned, and directed HP Managed Print Services implementation that slashed costs by 31.8%, streamlined and automated the printing fleet, and improved uptime from previously decentralized printing services operation.
- Led accomplishment of SOX compliance for IT and IT-related systems. Functioned as audit lead and consulted with executive management and public auditors to deliver annual certifications.

### **EDUCATION**

#### **MBA in Administration and Management**

University of Phoenix - Phoenix, AZ

### **SKILLS**

20 Years of IT Management and Project Management Experience/Certified IT Audit and Governance Professional/ Specializes in Support, Delivery, Strategy and Deployment of Complex IT Environments/ Experienced in COSO, COBIT, Six Sigma and ITIL Methodologies

## ADDITIONAL INFORMATION

### EDUCATION AND PROFESSIONAL DEVELOPMENT

#### CAPELLA UNIVERSITY

DBA, Strategy and Innovation-Business Management and Administration

Currently Enrolled

#### UNIVERSITY OF PHOENIX, Phoenix, Arizona

Master of Business Administration (MBA) in Administration and Management

Bachelor of Science (BS) in Administration and Management

#### Certifications

- Enterprise Content Management Practitioner (ECMp), Association for information and Image Management (AIIM)
- Certified in the Governance of Enterprise IT (CGEIT), Information Systems Audit and Control Association (ISACA)
- Certified in Risk and Information System Control (CRISC), Information Systems Audit and Control Association (ISACA)

#### Publications and Presentations

- "Quenching the Thirst for Technology Through Joint Use Facilities", P14-18, Teaching and Learning in a Networked World. IOS Press, v60. March 2000.
- Selected by Novell to speak at Brainshare 1999 on progressive network implementations.
- "Joint-Use Facilities", EDTECH 2000. Selected by the International Foundation of Educational Technology

#### Professional Memberships

- Project Management Institute (PMI)
- Association for information and Image Management (AIIM)
- Information Systems Audit and Control Association (ISACA)
- Women in Technology International (WITI) / National Association for Female Executives(NAFE)
- Help Desk Institute (HDI)

### PROJECT MANAGEMENT AND TECHNICAL SKILLS MATRIX

- New Facilities and Facility/Location Moves (Corporate and Educational Institutions): All IT Requirements including low voltage, standard electrical, infrastructure, hardware, telecom, layout, design, space planning, and furniture
- CMMS Implementation: Application and Hardware Upgrades
- CRM Implementation
- ACD Implementation
- ERP Implementation: Financials, Resource Planning, Inventory, Logistics
- Asset Management Implementation
- Work Order/Job Costing Implementation
- Printer/ Multifunction Implementations and Printer Support Model Implementation
- Active Directory Support
- Software Auditing
- Data Center Transformation/Management and outsourcing
- Software Procurement Processes/Volume Purchase Agreements
- Software Support Model Implementation
- Hardware Installations and Replacement: (Desktops/Laptops) Apple, IBM, HP, Compaq, Dell and others. (Servers) Apple, IBM, HP, Compaq, Dell and others. (Mini/Mainframes) IBM, HP, and Sun.

- Contract/RFP/Vendor negotiations, creation and management
- Hardware Procurement Processes: Volume Purchase Agreements,
- Leasing Agreements, Lease Tracking
- Hardware Standardization: Desktop, Laptops, Servers, Mainframes, Printers
- Hardware Support Model Implementation
- Peripherals/Consumables Standardization and Cost Benefit Implementation
- OS Upgrades & Migrations: Microsoft [...] XP, VISTA. MAC OS 7.x,8.x,10.x. UNIX
- NOS Upgrades & Migrations: Microsoft, Novell, MPE, Solaris, AS400
- Telecom Installation and Upgrade Implementations
- Resource/Staff Development
- Strategic Resource Planning Models
- E-Business Implementation
- Process Improvement Implementation
- Operational Efficiencies Implementation
- Disaster Recovery Implementation: Critical Systems, Applications, Hardware,
- Disaster Recovery Audits
- Infrastructure Installation and Upgrade Implementation
- Infrastructure Standardization
- LAN/WAN Installation and Support
- Wireless Installation/Implementation and Upgrades
- Inter/Intranet Implementation and Development
- Telecom Installation and Upgrade Implementations
- Resource/Staff Development
- Strategic Resource Planning Models
- E-Business Implementation
- Process Improvement Implementation
- Operational Efficiencies Implementation
- Helpdesk SLA Implementation and Helpdesk Software Implementations
- Knowledge Base Implementation
- Best Practices Documentation and Implementation
- Corporate Compliance Implementation: Security, Software Licensing,
- Disaster Recovery, Standardization
- Financial System Support
- Financial Systems Upgrade and Systems Replacement
- Sarbanes Oxley Compliancy (SOX) Auditing and Reporting
- Risk Analysis, Remediation and Measurement
- Policy Creation
- Assessments including process, environmental and hardware
- Business Process Consulting