

## WAI LEE

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### TECHNOLOGY EXECUTIVE – STRATEGY, I&O, PROGRAM AND VENDOR MANAGEMENT

Thought leader with multi-industry experience that thrives in a fast paced environment with a proven track record in Strategic Planning, Enterprise Architecture and Global Technical Operations committed to superior customer service and success. Drive partnerships, processes, and Vendors to achieve top results. Lead teams through disruptive Digital transformation and reinventing IT with accountability, speed and agility leveraging KPIs and metrics.

**Infrastructure Management** – Data Center | Network | Security | Servers | Storage | Telecom | WorkPlace Tech

**Application Management** – IBM e-Commerce | Web Content Management | Middleware | LDAP | Cloud

**Data Management** – Data Analytics | Big Data | Data Lake | Data Platforms

**Service Management** – Service Desk | Incident & Problem Management | Enterprise Monitoring

### PROFESSIONAL EXPERIENCE

**MILLICOM TIGO**, Miami, FL

**April 2019 – Present**

#### **Head of Business Service Delivery**

Reporting to the EVP CTIO, I have global accountability and responsibility for IT strategy, architecture, infrastructure, security and compliance, cloud solutions, and workplace technology.

**TRACFONE WIRELESS**, Miami, FL

**2015 – 2018**

#### **Senior Vice President, Infrastructure Platform Services**

Reporting to the CIO, accountable for leading a team of 150 people supporting all external and internal IT systems, network, infrastructure, security, ecommerce, database, cloud, web, mobile with a \$60M budget supporting a high rate of change

- Saved \$3M annually by renegotiating vendor license, service and support agreements
- Increased conversion rate by 30% through reduced page load times and redesigned path-to-purchase
- Improved NPS score by 30% with Continuous Service Improvement and end-to-end monitoring that optimized business processes
- Slashed resolution times and maintenance windows by 50% while increasing availability through scaling, automation and process redesign
- Reduced technical debt by simplifying portfolio, leveraging Cloud Services and creating a Digital Cloud Strategy Investment and Migration plan for all systems
- Delivered 4K business changes annually by doubling environments and constructing an automated CI/CD pipeline (DevSecOps) for secured application provisioning, enablement and payload
- Created a culture of security and compliance in achieving a 99%+ remediation rate

**PRUDENTIAL FINANCIAL**, Newark, NJ

**2012 – 2015**

#### **Vice President, Digital Infrastructure & Engineering**

Reporting to the VP of Global Infrastructure, led Digital Platform Solutions Support and Services with 20 engineers responsible for Architecture and Engineering in an ITIL, AGILE and DevSecOps framework.

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- Streamlined Incident, Problem, Configuration, Change, Release, Availability Management for Social, Content Management, Marketing, Campaign Management, Analytics, Archiving, Search, Mobile
- Empowered business with timely digital insights by transforming legacy reporting capabilities from days to minutes with the launch of Tableau
- Championed IBM Pure Application Systems as an on premise cloud solution
- Restructured Access Management SLA with redesigning Audit and SOX processes

**COMCAST CORPORATION**, Philadelphia, PA

**2008 – 2012**

**Senior Director, Infrastructure Solutions Engineering**

Reporting to the VP of Application Infrastructure, directed 60 engineers to architect, design, deploy, and manage continuously available elastic customer platforms. Responsible for Incident and Problem Management, Change and Release Management, Capacity and Availability management for customer and business systems

- Stabilized application availability by decreasing incidents by 30% while assets grew 4X with a disciplined change management and stability program across 400+ applications on 10,000+ servers, and 2,400 databases
- Reduced cost by 20% and provisioning times by 80% with Continuous Service Improvement programs that redesigned processes and consolidated platforms using commodity hardware
- Increased high-value strategic engineering services with existing staff by Outsourcing level 1 and 2 infrastructure support

**MERRILL LYNCH**, New York, NY

**1997 – 2007**

**Vice President, Global Database and Middleware Services**

Reporting to the CTO, accountable for 250+ people in a 24/7 follow-the-sun support in an ITIL framework with a \$30M budget.

- Reduced total cost of ownership by outsourcing database, middleware and system administration to global managed service providers and created standards and best practices to scale support
- Championed self-service frameworks for secured, automated, and auditable process to execute changes
- Maximized application performance, availability and scalability for high frequency and low latency systems with Global Systems Monitoring and formal performance and capacity management programs
- Established service levels for change management processes, upgrade and patching policies, and problem notification and escalation procedures

**ADDITIONAL EXPERIENCE**

**MCKINSEY & COMPANY**, Senior Specialist

**THE BANK OF NEW YORK**, Senior Programmer Analyst

**NATIONAL SECURITY AGENCY**, Computer Analyst

**EDUCATION**

**Master of Science (MS), Computer Science**, Johns Hopkins University, Baltimore, MD

**Bachelor of Science (BS), Computer Science**, St. John's University, Jamaica, NY