

Alexander Guasch

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SUMMARY OF QUALIFICATIONS

I am an accomplished client executive & strategic advisor in the IT Management & Infrastructure space. With over 28 years of experience, I have managed over \$18 Billion in strategic outsourcing transactions that span every phase of the outsourcing lifecycle. I have a direct communication style & collaborative leadership approach that focuses on problem solving & strategic results & am a dynamic leader that can foster C-Suite Client partnerships, manage large organizations, integrate teams across global lines of business & cultivate key business relationships. I have assisted clients with business, brand, & IT strategy, cost optimization, & performance improvement in Infrastructure, Application Management, Network, & Business Process. I have worked across all industries & have managed complex international organizations in the US, Canada, South Africa, France, Sweden, Finland, Germany, UK, Denmark, Norway & all of Latin America. I am uniquely qualified to manage large IT organizations & complex transitions & transformations on a global & cross-industry basis. Expertise include but not limited to:

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| • Global Infrastructure Mgmt. | • Outsourcing Off-Shoring/On-shore | • Board Level & C-Suite Relationship Mgmt. |
| • Global Application Services | • Global BPO Services | • Global Security Services |
| • IT Operations Mgmt. | • Finance Forecasting & Modeling | • International Executive Leadership |
| • IT Transformation | • Direct P&L Responsibility | • Transition/Transformation Services |
| • Business Integration | • Complex Program Mgmt. | • Business Development |
| • Developing Organizations | • Benefits Realization | • People – Team Development |
| • Program Mgmt. | • Profitability Improvement | • Strategic Initiatives |
| • Sales & Marketing | • Change Mgmt. & Innovations | • Customer Experience |
| • Strategic Business Planning | • Business & Customer Leadership | • Consulting Services |
| • Decision-Making | • Senior Stakeholder Management | • Supply Chain Management |
| • Relationship Building | • Developing Future Leaders | • Creating Successful Organizations |

PROFESSIONAL EXPERIENCE

July 2015 to June 2019: Vice President of Professional Services Worldwide

Cognizant – Global

As the Global VP of Professional Services for all Infrastructure, Applications Development/Management and Business Processes Outsourcing, it required a hands-on, energetic, customer service oriented entrepreneurial leader to manage and lead the Company's professional services and I&A operations functions covering thousands of projects a year with hundreds of thousands of hours of delivery. With regular exposure to the Company's and customer's senior leadership and representing the business to multiple audiences. I have exceptional communication skills, a strong analytical acumen, and proven delivery successes in complex project implementations, hands-on operational experience and outstanding leadership credentials. I created an environment for effective teamwork and collaboration among many different constituents including internal and external customers, other services functional leaders and business unit stakeholders. Specific accountabilities and responsibilities included but not limited to be:

- Accountable for revenue forecasting, resource forecasting and demand planning to ensure the achievement of all financial goals and metrics.
- Drive resource and process optimization across all practices and service lines in order to achieve all KPIs and drive margin improvement goals. Including all Transition and Transformational projects/programs
- Drive 'Customer Satisfaction' in to all PS and I&A practices and drive positive customer outcomes via our Services business
- Collaborate with BizDev to ensure all project scoping and SOW efforts are accurate, consistent and have repeatable practices for contractual commitments and agreements.

- Accountable for demand planning to ensure training, hiring and resource skills are in place to meet demand forecast.
- Implement and oversee consistent project launch practices and ongoing quality assurance processes to maintain on-time, on-target, and on-budget delivery of projects.
- Serve as executive sponsor on all major internal Services project oversight work.
- Accountable for approving and monitoring all non-billable customer work commitments.
- Managed all internal resource assignments to ensure productive use of available hours and valuable output in the form of prioritized practice deliverables.
- Oversaw service delivery partnerships and alliances to ensure the optimal use of variable resources and the development of valuable partnerships including the creation of potential offshore & nearshore capabilities.
- Consulted on project work streams to identify and drive opportunities to escalate deliverables and/or improve effectiveness with the application of available resources.
- Accountable for establishing consistent metrics, methods and practices necessary to leverage repeatable delivery opportunities, resource optimization and margin improvements.
- Worked as a strategic business partner with the Services (PS and I&A) Leadership and Cross-BU Senior Leadership/Vertical Teams to develop a sound understanding of the business goals and strategies, recommending and driving appropriate organizational initiatives in support of those strategies.
- Managed all day-to-day activities of an effective and efficient services function that will demonstrate the highest degree of professionalism and customer service ensuring that all KPIs and service level agreements are met or exceeded.
- Determined a systems strategy that supports the growth and change that occurs within the business that provides our customers with a delightful interaction with PS and I&A. Current systems should be constantly evaluated to ensure that they are system ready for any new products/changes within the business. These will include professional services/I&A systems, financial systems, and delivery methods.
- Developed/ran to metrics that track efficiency and service level agreements of the enterprise services organization. Work with business leaders to identify triggers to mitigate impediments to positive business performance.
- Provided leadership and direction in the development of key personnel. Be 'A' accountable for the recruitment, training and mentoring of a team that is able to continue to take on additional challenges as the business grows. Build strong bench strength in the context of succession planning.

March 2011 to July 2015: Sr. Director of Enterprise Services

Hewlett-Packard – America's (Latin America/North America)

As the Executive Sr. Director, I was responsible for all Transition/Transformations, Program & Project execution for multi-year investments projects requiring significant change management on enterprise-wide bases. I drove organization wide focus on business priorities & aligning project investments & delivery. I serve as a member of the corporate team driving the consolidation & creation of shared Services globally within Enterprise Services & I am directly financially accountable for Latin America countries. I had over 240 people that are providing pre-sales support, transition/transformation services, project/program mgmt. services to all LATAM accounts and PMO both dedicated and shared. Additionally, I was accountable and responsible for:

- All new Strategic Outsourcing Transition/Transformations & on-going program & project portfolio management & working closely with the business to ensure programs are planned & executed.
- I lead project management while overseeing the planning & alignment of dependent work.
- Work closely with business sponsors & stakeholders to ensure projects are successfully executed & delivered on time, under budget, with high quality, & meet the business objectives. Build relationships with business partners & maintain confidence in IT's ability to deliver.
- Drive change in Technology & drive team performance to the next level of delivery & business alignment.
- Manage a matrix project team consisting of project managers, business analysts, operations analyst, developers, technical leads & vendor partners.
- Ensure that program management services are of high quality & continuously improving.
- Manage expectations & ensure all program expectations & quality standards are adhered to & that there is a balance & integration of all delivery components: strategy, process, people, technology, data & application.

- Maintain accountability for the communications/ interactions needed to ensure that the technology aligns with the business strategy & that the program will deliver the expected value.
- Work closely with the pre-sale team in supporting them negotiate all new business as needed
- Integration of on-shore & off-shore organizations & the integration of those team to assure that the services provided to our stakeholders are transparent from where they are being delivered.
- Work closely across all levels of the organization, including interacting with senior management in setting new Strategic & Tactical direction both organizationally & companywide.

October 2009 to November 2010: Director of Project Executive Strategic Outsourcing Delivery

IBM - Prague, Czech Republic

I was responsible for the overall leadership/management, P&L, growth & satisfaction of the IBM strategic outsourcing customer base for all of Central Eastern Europe (CEE) client base which includes Russia, Estonia, Lithuania, Poland, Czech Republic, Slovakia, Hungary, Romania, Bulgaria & Turkey. This also included 24 Project Executives & 4 Base Growth Sellers, throughout the region. I championed the implementation of Services Excellence contract erosion & audit exposures incentives as well as items listed below:

- Rebuilt sales organization from ground zero, conceptualizing & realizing strategic plan that generated a 58% increase of the base revenue year over year representing over \$68 million in software, hardware & consulting revenue within one year. Sustained strong revenue gains, & increased gross profit despite a fiercely competitive & declining market.
- Increased overall turnover by 80%, the equivalent of \$12,000 per month
- Cultivated relationships with customer base in all of our industry & uncovered new customer needs.
- Member of pioneering sales team, raised market share from 5% to 15% in twelve months.
- Introduced new product lines resulting in an initial 58% sales increase
- Increased customer satisfaction from 68% to 96% & converted 90% that can now be contacted for references.
- Implemented a streamlined governance & management system in order to obtain sales, customer satisfaction & gross profit objectives.

November 2006 to October 2009: Director Professional Services for Latin America ITD

IBM - Sao Paulo, Brazil

As the Director of IT Professional Services, I was responsible for leading the IT team accountable for all aspects of IBM's Information Technology Service Management America (Venezuela, Brazil, Colombia, Peru, Ecuador, Chile, Bolivia, Paraguay, Uruguay, Argentina & Mexico). Service Management for Strategic Outsourcing including the Service Desk End User Computing (EUC) Change Management Configuration Management Asset Management & Service Catalog, Request for Service, Service Level Agreements, Cost, Supplier Management & Customer Satisfaction. I was also responsible for working with various Service Support organizations to assist in the development of project timelines, coordination of work, setting & tracking of various goals & deliverables & key indicators of IT Performance (KPI's). I had a total of 4000 employees that I was responsible for across all LATAM providing services and support for both domestic and off-shore accounts and the breakdown of employees was 1200 in services (project/program managers), 200 in pre-sales, 400 in implementation of Transition/Transformation services, 800 in Delivery Executive roles in the day to day operations and 1400 were capability subject matter experts and engineers that included but not limited to asset mgmt., end user computer, midrange, mainframe, network services, software, hardware, storage, data center, NOC, operations center, billing/finance, PMO.

November 1998 to November 2006: Sr. Transition/Transformation Executive

IBM Global Services, Miami, FL (Virtual Office)

As Transformation Executive responsible for the overall IT services provides by IBM, client IT transition & transformation programs, the IBM Global Value internal integration into IBM US, & the creation of project-based delivery methodology for steady state portfolio management. The Gap & Circuit City were a mega deal strategic outsourcing of \$1.4B over 10 years & annual revenue of close to \$300M with 16-20% GP targets & the Circuit City deal at \$1.0B over 7 years. Both programs included over 300 professionals under management & integrated all functions of IBM including IBM Brands (SW & HW), Sales, Services, & Delivery. The programs utilized IBM On-Demand model & included a complex data center relocation of total IT environment & operations (5000+ systems) from both San Francisco & Richmond & in 18-month period with labor budget over \$25M for each. Result was on

time & under budget completion & finalist for IBM World Wide Project of the Year. One of the programs added Disaster Recovery & Business Continuity services upon completion of data centre relocation for \$200+M over 5 years.

EDUCATION

Bachelors in Organization Management

Ashford University in March 2011

Golden Key International Honors Society member & Deans List: 4.00 GPA

Associates in Science in Computer Science.

Miami Dade College, Miami, Florida in January 1991

PROFESSION ACCREDITATIONS

Project Management Institute (PMI) Certified – 2001

FLUENT LANGUAGES

English, Spanish & Portuguese