**Marc J. Berliner**

**Dobbs Ferry, NY, 10522 marcberliner@verizon.net   
(646) 354-3849 linkedin.com/in/marcberliner**

**Global Technology Leader**

Passionate and Driven IT Executive recognized in building global teams to create global excellence in the translation of business needs into technology solutions that surpass business objectives, while developing strategies to improve processes and reduce cost. Outstanding track record in identifying, assessing, and delivering efficiencies resulting in operational cost savings of more than $300 Million. Implemented 24x7 Global Support along with enhanced systems management which reduce the overall Operations budgets by more than 60%. Successfully managed multi-million dollar budgets and staff exceeding 300 globally. Led large Data Center consolidation and migration efforts consisting of Mainframes, thousands of distributed devices/servers and hundreds of applications, resulting in over $35 Million a year in Savings. Responsible for all aspects of IT Business Continuity which included the implementation and testing of disaster recovery (DR) and ensuring all critical systems are at the right level of high availability (HA). Extensive experience in:

* Data Center and IT Operations
* Audit and Compliance
* Program and Project Management
* Risk Management
* Application Development
* Disaster Recovery and High Availability
* Business Continuity
* IT Cyber Defense and Response
* Security Operations
* IT Frameworks: ITIL, CMMI, and Lean Six Sigma
* IT Event/Incident/Problem Management
* IT Quality Assurance
* Vendor Management

**EXPERIENCE**

**ERNST & YOUNG,** Secaucus, New Jersey

**Associate Director Global Operations Lead – Forensics Services**  May 2016 – June 2019

Global Operations Lead of the Forensics Operations and Advancement (FOA) team which was responsible for the transformation and management of the operational level 1 – level 4 support teams for the Assurance and the Forensics Integrity Services (FIS) systems. The FIS environment consists of over 3,000 servers, 7PB of storage, 9+ eDiscovery applications and hosted in more than 15 Countries, Cloud, and 3rd Party off-premises service providers.

* Developed strategy and roll-out plan for transforming regional support into a signal 24x7 Follow the Sun operational support model, including deployment of new monitoring solutions. Incident Mean Time to Repair (MTTR) decreased by 75% and the projected operations cost savings were upwards of 60%.
* Worked with Audit on annual SOC and evaluated internal controls to ensure compliance with internal policies, laws, and regulations. Recommended and Implemented corrective measures for any and all Audit findings.
* Liaison between FIS, FOA and the Cyber Defense and Response Center (CDRC). Responsible for reviewing all Cyber Alerts Globally and implementing all necessary remediation activities.
* Collaborated with Information Security in the Remediation of all OS and application security findings and exceptions.
* Implemented ITIL best practices and Monthly Service Reporting.
* Defined standards, and procedures for Disaster Recovery and High Availability. Also lead the Semi-annual and annual DR tests.
* Coordinated with third-party off-premises service provider on cost optimization efforts saving over $1.7 million.
* Established and managed the budget of more than $50 million with the Finance Team and Service Delivery.

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* Worked with FTOM, Finance and Regional Leadership in Dubai, Malaysia, UK, India, Hungry, Columbia and the United States, I was able to propose an 18 month Strategy that would align the four FTOM Centers under one global support structure.
* Responsible for the IT support teams in NA, LAC, EMEA and APAC in implementing the Global Operational Support strategy that dealt with the unique challenges of Global Operations.
* Organized and managed 24x7 operational support of the FIS Infrastructure, databases, active directory, middleware and eDiscovery applications.
* Coordinated with all stakeholders in the migration of our UK Data Center and applications to Azure UK.
* Supported the migration of our U.S. hosted Data Center to another facility in the U.S.

**AIG,** New York, New York

**Sr. Global Operations Account Manager, AIG Finance Centers,** December 2013 – May 2016

Lead the global design and Operational Support Model of the Future Target Operating Model (FTOM) centers. FTOM was targeted to provide 100+ Million Dollars save and improved global accounting with 2,500+ new resources. The FTOM Centers were located in Bogota, Budapest, Gurgaon, and Bengaluru.

* Worked as a liaison between AIG’s facilities, Audit, Security, IT Security, Legal, networking departments and the local Indian Facilities provider in Gurgaon and Bengaluru to ensure that the facilities met AIG standards and were delivered on schedule. I spent approximately five months in India (nine trips) over a nine-month period.
* Managed the Site and Operational Readiness for AIG’s Global Finance Centers. Took responsibility for the FTOM Citrix G2 Printing Solution. Worked with Citrix Teams, Desktop engineering and Tricerat (Print Vendor) to design and deploy the critical print solution for the Finance users in Gurgaon and Bengaluru.
* Worked closely with the AIG’s Citrix Engineering and operations teams reducing the number of Citrix Incidents by 80%.Continually worked with the Local IT Support teams in Gurgaon, Bengaluru, Bogota, and Budapest to improve their ability to proactively monitor and support their users within the finance centers.
* Accountable for 24x7 for Levels 2 &3 IT Operational Support of all the Business and IT functions within AIG’s Finance Centers. Leading the Design team of a new Enterprise Management System that will support the new Global Finance Centers Operational Support Model.
* Continually worked with the Local IT Support teams in Gurgaon, Bengaluru, Bogota, and Budapest to improve their ability to proactively monitor and support their users within the finance centers.
* Work closely with leadership and Global Infrastructure peers to achieve overall operational effectiveness of the IT Infrastructure operations.

**DEPOSITORY TRUST AND CLEARING CORPORATION,** New York, New York

**SR. Systems Director IT Service Management/Transformation,** 2008 – 2013

Transformed the core Enterprise Systems management capabilities of the firm and Datacenter Operational staff from functional being reactive driven to a proactive event driven team spanning across five Datacenters globally. Operational cost savings exceeding $2.5 million. Established an Enterprise wide framework and standard that insured systems were being monitored and managed efficiently. Successfully standardized IT Data Center Operations Monitoring Consoles and Incident Management Processes across three Data Centers.

* Member of the Enterprise Lean Initiative Team whose responsibilities spread from identifying potential cost savings, defining implementation strategies to implementation.

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* Led team functionally responsible for processes and administration of the software that covered incident, problem management, service request management, change management, event management and monitoring, configuration and asset management and service reporting across the enterprise. This included design solutions to define services for our Vblock technology, proprietary replication services using GoldenGate and Oracle to replicate Dodd/Frank data, and Vblock resiliency and operational monitoring for business availability. Our solution also included VMAX Storage and Greenplum for our Big Data analytics.
* Implemented ServiceNow, the standardized management platform for the firm, allowing the decommissioning of HP Service Center saving approximately $500K.
* Championed for adoption of centralized Service Reporting Management function staffed primarily offshore, saving approximately $1.3 million per year.
* Led team that was functionally responsible for the installation, support and administration of the Enterprise Management Software, consisting of HP openview, eG, Netcool, Mazu, Ciscoworks, NNM.
* Partnered with eG Innovations and established an Enterprise License Agreement, saving DTCC $2.5 million over three year period. Oversaw successful installation of eG Software with over 4,000 components configured enabling team to increase the monitoring capabilities of entire distributed environment.
* Established Event Management practices utilizing eG and Netcool Dashboards, enabling proactive management of systems, and decreasing by 40% production incidents due to Storage, Memory, CPU and Network Connectivity.

**Systems Director of IT Operations and Quality Assurance,** 2005 – 2008

Established and supervised a level 1 and a level 2 technical operations team, functionally responsible for configuring and supporting the Participant Test and Quality Assurance systems. Reduced Run the Bank costs of these environments by 40%. Provided leadership and vision to establish a Quality Assurance Team and a new testing strategy. Redirected the emphasis from manual GUI testing to end-to-end testing by developing an automation strategy, known as Data Driven Automation, reducing the testing cycle from up to 65% and implemented ROI up to 90%.

* Implemented an around the clock Development/Testing methodology, which supported a combination of employees and consultants working three shifts in Chennai, one in Toronto and two in New York. Grew QA Team from seven to 10 employees and approximate 110 consultants, reducing production defects by 95%.
* Managed the Release Management team, which was responsible for coordination and administration of over 300 releases a week.
* Installed and integrated successfully IBM’s Build Forge Software within DTCC release management process, increasing our efficiency by 75%.
* Led Job Scheduling team responsible for the administration and the workflow automation software CA-7 and CA Scheduler.

**EDUCATION**

Masters of Business Administration, Lubin School of Business

Pace University, City, ST

Bachelor of Computer Science (BS)

SUNY Plattsburgh, City, ST