**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 world class Global Technical Operations committed to customer service and success. Successfully drive partnerships, processes, and Vendors to achieve top results through ITIL and Six Sigma programs. Leading 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 | End User Tech

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

**Data Management** - Data Analytics | Big Data | Data Lake | Digital insights | Oracle | IBM

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

**PROFESSIONAL EXPERIENCE**

**TRACFONE WIRELESS**, Miami, FL **2015 – October 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, ecommerce, database, cloud, web, mobile with a $50M 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 to optimize business processes in collaboration with Executive stakeholders
* Slashed resolution times and maintenance windows by 50% while increasing availability through scaling, automation and process redesign – DEVOPS and CLOUD
* Reduced technical debt by simplifying portfolio, leveraging Cloud Services and creating a Cloud Strategy, Investment roadmap and Migration plan for all systems to AWS, Azure and others
* Delivered 4K business changes annually by doubling environments and constructing an automated CI/CD pipeline for 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 DEVOPS framework.

* Streamlined ITIL (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 for DevOps
* Restructured Access Management SLA with redesigning Audit and SOX processes

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**COMCAST CORPORATION**, Philadelphia, PA **2008 – 2012**

**Senior Director, Infrastructure Solutions Engineering**

Reporting to the VP of Application Infrastructure Services, directed group of 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 in an ITIL framework for systems like SAP, Oracle e-Business, Salesforce and AMDOCS.

* Stabilized application availability by decreasing overall incidents by 30% while assets grew 4X with a disciplined change management and stability program across a diverse portfolio of 400+ applications on 10,000+ servers, and 2,400 databases (Oracle, MySQL, SQL Server)
* 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 level 2 infrastructure support with IPSoft

**MERRILL LYNCH**, New York, NY **1997 – 2007**

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

Reporting to the CTO, accountable for 250+ people supporting 2,000+ servers in a 24/7 follow-the-sun support model within an ITIL framework that had a $27M 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 formal performance and capacity management programs with **Oracle**, IBM, Microsoft
* Established service levels for change management processes, upgrades and patching policies, and problem notification and escalation
* Received Excellence Award in 2004 for Global Systems Monitoring Implementation

**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