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| IT Executive – Engineering, Product & Operations  William steele | Phone: (214) 809-7640  Email: williamsteele6031@yahoo.com  Address: 6031 Springflower Trail, Dallas, TX, 75248 |

# Profile

Sharp & Energetic accomplished leader in IT driven by results with seasoned engineering, product & operations management experience. Expertise includes taking real customer requirements and delivering valuable, innovative and successful IT products, processes & tools. Driver of collaboration, team management and strong partnerships amongst diverse lines of business. Experienced in operations, marketing, finance, project management and engineering in the highly regulated financial industry. My professional goal is to drive value for my customers and create a positive working environment.

# Skills



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| **People Skills**  Customer Orientated, good public speaker, Friendly & Out going. Great Business Sense. Works across global teams.  **Analytic Skills**  ROI/P&L Analysis, Product Roadmaps, KPI Reporting. | **Value Skills**  Lowering TCO, Business Case Development,  Strategic Planning, Merger & Acquisition, Business Acumen, Project Lifecycles, Operational Improvements, Translate business needs into technical functional requirements. 25 yrs. IT Experience. 10yrs Mgmt. Experience.  Cloud Platform Technology (Private/Public)  **Personal Skills** - Private Pilot, Classical Pianist. | **Management Skills**  Risk Management, Team mentoring/management,  Project Management,  Vendor Management,  Help Desk/Site Support,  Information Security. |

# Work Experience

SVP Operations: End User Computing – Citigroup **-** Irving, TX - Apr 14 - Present

* Responsible for complete product lifecycle by incepting new products, partnering with our customers, engineering & operations, developing roadmaps, TCO, benchmarking, support models, Help Desk, Technical Support Readiness and strategies in line with end user requirements.
* Optimized SLO performance and costs by request process improvements and stream lining deployment procedures and Lead a virtual team spanning all lines of business to collaborate on solutions.
* Formed a new predictive analytics team utilizing real time metrics and application topology for root cause analysis within Citi’s Global Command Center.

VP Product/Application manager: Voice Services – Bank of America – Plano, TX – Jun 05 – Mar 14

* Negotiated new vendor relationships reducing annual spends by 30%.
* Full P&L ownership of VOIP & Audio-Conferencing services for over 300,000 End Users.
* Merger and Acquisition transition and consolidation of multiple firms, consolidating business functional requirements.
* Direct manager of Contact Center Application Developers, initiated code re-use savings programs.
* Lead Business System Analyst VOIP replacement RFI/RFP.

Telecom Engineering- Multiple – Dallas, TX - Jan 00 – May 05

* Designed, build, support large enterprise contact center technologies.
* @ UICI Insurance, Capital One Auto Finance & Verizon Inc.

Technical Support Engineer – Nortel – Richardson, TX – Apr 92– Dec 99



* Meridian 1/ Option 11/ CDMA Wireless Support Engineer

# Education

Radio College of Canada - Toronto - ON – Class of 1992