

MAX C. STURGEON

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SUMMARY: Vendor Management, Sourcing, Outsourcing, Contracting, PMO, Information Technology (IT), Business Process (BPO) Professional with experience in progressively responsible positions for both large and small corporations. Max is a respected executive, people manager, information technology planner and strategic decision-maker.

PROFESSIONAL CAREER

Blue Cross Blue Shield of Rhode Island, (3 years), *Director of Strategic Sourcing and Vendor Management, Providence RI*
Director Vendor Contracting and Performance

Key Accomplishments: Executive leadership of a single vendor outsourcing multi-year contract. Service towers of the contract are all of the disciplines associated with Information Technology, Application Development and Business Processing Operations. The annual area of financial responsibility is ~ \$70 M with an annual cost savings challenge of ~ \$ 2-3 M. Identified and led initiatives in Innovation, Governance Modeling, Service Level Agreements, Cost Analysis, Repatriation of Services, vendor performance and multiple Programs. Interfacing with executives who are business stakeholders and vendors.

Professional Expertise:

Vendor Management	Complex Contract Management	Vendor Performance Management	Vendor Relationship Governance
Program Management	Project Management	Financial Management	Outsourcing
Strategic Sourcing	Information Technology Operations	IT Application Development	Strategic Planning
Professional Services	Real Estate Management	Budget/Cost Management	Call Center Management
Technical Innovation	Gain Share Program	Healthcare	Business Processing Operations

Equifax Inc., (3 years), *Senior Director of Vendor and Contract Management*
Atlanta GA

Key Accomplishments: Executive leadership of a single vendor outsourcing multi-year contract. International presence in mainframe and mid-range Information Technology infrastructure... The annual area of financial responsibility is ~ \$140 M with an annual cost savings challenge of ~ \$ 3 - 4 M. Executive interfacing with Equifax business stakeholders, PMO, vendors and executives. Identified and led initiatives in Service Performance improvements, Global Governance Modeling, Standardization, ITIL, Service Level Agreements, Cost Analysis, Repatriation of Services, workstation and service center RFP and multiple Programs.

Professional Expertise:

Vendor Management	Complex Contract Management	Vendor Performance Management	Vendor Relationship Governance Program
Management	Project Management	Financial Management	Outsourcing
Strategic Sourcing	IT Hardware/Software Management	IT Software Maintenance	Information Technology Operations
Network Management	Deskside Support	IT Planning	Request for Proposal (RFP)
Technical Innovation			

Analyst International at Lexmark, (3 years), *Senior Project Manager – IT Procurement & Contracting*
Lexington KY

Key Accomplishments: Executive leadership of IT Procurement and contracting. Developed the Software License and Maintenance Program,. Implemented and maintained the software procurement of software licenses, software maintenance, ERP support and contracting for a International corporation. Identified and led initiatives in software maintenance cost, and performance improvements, , Global Standardization, ITIL, Service Level Agreements, Cost Analysis, Repatriation of Services, workstation . Identified and implement ~ 1 M / year is savings for a single ERP contract.

Professional Expertise:

Contract Management	Request for Proposal (RFP)	IT Software Licensing	IT Software Maintenance
IT Sourcing	Professional Services	Royalties	Change Management
Project Management	Vendor Performance Management	Vendor Risk Management	

Clark Material Handling Co., (2 years), *Director of Information Systems*
Lexington KY

Key Accomplishments: Top Executive leadership of a manufacturing corporation in the global headquarters. Led the coordination of four international manufacturing locations and over 300 sales, service and parts locations. Coordinated the usage and improvement of 2 distinct ERP systems (1 for manufacturing, 1 for Parts management). Designed, implemented and maintained a virtual private, secure Dealer Network that replaced an obsolete dial-up system.

Professional Expertise:

Enterprise Rpting Program (ERP)	Network Management	IT Hardware/Software Management	Help Desk
Purchasing	Problem Management	Change Management	Contract Management
Information Technology Ops	Parts Accounting System	Field Dealers IT Interface	Financial Management
Deskside Support	Project Management	Strategic Planning	

International Business Machines (IBM), (23 years) *Project Executive for Solution Delivery, Business Development Executive, Outsourcing Transition Project Executive, Program Manager – National Service System, Regional Customer Call Center Executive, Data Center Manager, Applications Development Manager, Systems Management Controls Manager, User Support Group Manager*
 Cincinnati OH, Dallas TX, Lexington KY

Key Accomplishments: Participated in the development of the IBM outsourcing business model from its inception. Executive leadership for over 10 years, with multiple assignments and challenges in all 3 phases of the outsourcing business model – Engagement (Sales support), Transition (Project Management) & Steady State Delivery (Customer Satisfaction). Executive and functional Program Management of multiple standardized Programs of the IBM National Support System – Applications Development, Systems & Network Design, User Support Group Processes, Hardware/Software IDAC Process and Advanced telecommunications. Various Services Division executive and management positions.

Professional Expertise:

<i>ADM Program Management</i>	<i>Outsourcing Engagement Exec.</i>	<i>Cost Case Development</i>	<i>Service Delivery</i>
<i>Outsourcing Engagement</i>	<i>Outsourcing Project Management</i>	<i>IT Hardware/Software Management</i>	<i>IT Operations</i>
<i>Complex Contract Mgmt.</i>	<i>Customer Service</i>	<i>Service Level Management</i>	<i>Software Licensing/Maintenance</i>
<i>Batch Processing Management</i>	<i>Problem Management</i>	<i>Change Management</i>	<i>Capacity Management</i>
<i>System Performance Mgmt.</i>	<i>Service Level Management</i>	<i>System Online Management</i>	<i>Proj. Development Life Cycle</i>

EDUCATION

Northern Kentucky University, *Bachelor of Science – Business Management*
 Highland Heights KY

PROFESSIONAL DEVELOPMENT

600+ hours of Management, Leadership, Technical, Quality and Teamwork training that includes:

- IT Forrester Conference, Vendor Management, Sourcing & Contracting Professionals (2011)
- Vendor Management Council, Forrester (2010-2011)
- Contracting Essentials, Sutherland Asbill & Brennan LLP (2007)
- ITIL Foundations in IT Service Management, Thomson-NETg Learning (2005)
- Asian Culture Training for Business, Lexmark Education Center (2005)
- Purchasing Skills Enhancement Course, Performance Purchasing Group (2004)
- Project Management – Contracts & Procurement, Thomson-NETg Learning (2004)
- Project Management – Contracting Essentials, Lexmark Education Center (2003)
- Project Management – Strategic Contracting, Lexmark Education Center (2003)
- Solution Project Management Workshop, IBM Global Services (1999)
- Delivery Project Executive Management Training, IBM Global Services (1998)
- Project Management Boot Camp, IBM Education Center (1996)
- IT Strategic Planning, IBM Education Center (1996)
- Operating in the Political Dimension, IBM Management Institute (1995)
- Disaster Recovery Planning, IBM Management Institute (1994)
- Data Processing Operations Management, IBM Management Institute (1992)
- Business Selling Fundamentals, IBM Management Institute (1990)
- Middle Management Executive Training, IBM Education Center (1988)
- People Management in the 80's, Situational Leadership, IBM Education Center (1986)

MILITARY SERVICE

United States Army, *101st Airborne Division – Meritorious Service Medal, Good Conduct Medal, Honorable Discharge*

COMMUNITY AFFILIATIONS

Year Up – Providence Meeting Street – RI McAuley House – Providence Christmas Baskets with Love – Lexington
Habitat for Humanity - Lexington Meals on Wheels – Dallas Inter-City Business Alliance – Dallas
Diversity Business Council - Providence