DINO RUSSO

Senior IT Transformation & Program Management Executive

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EXECUTIVE SUMMARY

Results-driven IT Executive with 40+ years of experience leading large-scale IT transformation initiatives and managing complex program portfolios across global organizations. Proven expertise in implementing enterprise ITSM solutions, orchestrating system migrations, and driving operational excellence through strategic planning and hands-on technical leadership. Successfully managed $20M+ budgets and 40+ member distributed teams while delivering measurable business outcomes through process optimization and automation.

Core Competencies:

- IT Transformation Leadership & Strategy
- Enterprise Program & Project Management
- ITSM Implementation & System Migrations
- Global Team Leadership & Change Management
- ITIL Framework & Process Optimization
- Budget Management & Cost Optimization
- Python Development & Process Automation
- Stakeholder Management & Executive Communication

PROFESSIONAL EXPERIENCE

LYFT | San Francisco, CA (Remote)

Senior Manager, IT Service Management | September 2020 – February 2025

IT Transformation Leadership:

- Led enterprise ITSM transformation, implementing Lyft's first ITIL-based IT Service Management system, including comprehensive CMDB deployment across global operations
- Orchestrated complete platform migration from Cherwell to Jira Service Management in 90 days with zero business disruption, managing all technical, process, and change management aspects
- Implemented automation and integrations within 120 days of new system deployment, connecting CMDB with multiple source systems and eliminating manual processes
- Designed and executed a continuous improvement program, driving 30%+ efficiency gains across ITSM functions through process optimization and automation

Program & Project Management:

- Managed complex IT build projects for new business sites, including network infrastructure, hardware deployment, and service integration across multiple international locations
- Led cross-functional teams to achieve company OKRs through strategic IT Service Desk initiatives and process improvements

- Developed and executed transformation budgets with full accountability for ROI measurement and cost optimization strategies
- Created comprehensive project management frameworks for IT service delivery, including risk management, milestone tracking, and stakeholder communication protocols

Global Operations Management:

- Directed global IT operations spanning Tier 1/2 support, IT Asset Management, Software Asset Management, Audio/Visual, and Events support functions
- Built and led a distributed team of 40+ FTE and contractors across Eastern/Western Europe, Canada, Mexico, and the US with full P&L responsibility
- Managed $20M+ annual IT operations budget, including strategic planning, vendor management, and cost optimization initiatives
- Established Change Advisory Board (CAB) processes and governance frameworks ensuring controlled implementation of IT changes

Technical Innovation & Development:

- Developed custom automation solutions using Python and JavaScript, including API integrations with CMDBs, ITSM systems, and device management platforms
- Implemented data analytics and visualization capabilities using SQL and RDBMS for operational metrics, performance monitoring, and strategic decision support
- Integrated CMDB views into IT service requests, leveraging new system capabilities to enhance user experience and operational efficiency

PREVIOUS IT LEADERSHIP ROLES | 2005 – 2020

Senior Positions in IT Transformation, Program Management, and Global Operations

Key Transformation Achievements:

- Led multiple large-scale IT outsourcing transitions, including vendor selection, contract negotiation, and seamless service transfer for global organizations
- Managed international IT infrastructure programs with budgets exceeding $50M, delivering projects on time and under budget across EMEA, APAC, and Americas regions
- Implemented enterprise-wide IT service management transformations, including ITIL adoption, process standardization, and performance measurement frameworks
- Directed strategic vendor relationships and managed complex commercial constructs including SLAs, KPIs, risk mitigation, and contract optimization

Program Management Excellence:

- Created and responded to enterprise RFIs/RFPs for major IT transformation initiatives, demonstrating expertise in commercial constructs and solution architecture
- Developed program recovery strategies for distressed IT initiatives, successfully bringing multiple programs back on track through strategic intervention and process redesign

- Established measurement frameworks, including comprehensive SLA and KPI structures for global IT service delivery

EDUCATION & CERTIFICATIONS
Professional Certifications:

- **Google IT Automation with Python Professional Certificate** (2022)
- **LLM Engineering: Master AI, Large Language Models & Agents** (Udemy, 2024)
- **LinkedIn Learning:** ITIL Foundation, Advanced SQL, Project Management

Education: Bachelor of Science, Computer Science | University of South Carolina

 Proficiencies:

- **Platforms**: Jira Service Management, Cherwell, ServiceNow, Atlassian Suite
- **Programming**: Python, JavaScript, SQL, Database Management, API Development
- **Frameworks**: ITIL, Project Management, Change Management, CMDB Architecture
- **Analytics**: Data Visualization, Performance Metrics, Business Intelligence

AVAILABILITY

Open to: Part-time, Contract, and Consulting engagements focused on IT transformation and program management initiatives.

Ideal Projects: ITSM implementations, system migrations, IT transformation strategy, global program management, and technical leadership roles requiring hands-on expertise combined with executive-level strategic thinking.