LORI TIPTON

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Professional experience

Profile

Career I/T professional with deep experience in operations and outsourcing, most recently in the role of Project Executive on large outsource accounts with annual I/T budgets exceeding $100M. Managed accounts with major airline, top revenue grocer, and global shipper. Coordinated teams of 200+ individual contributors, third party vendors, and customer resources to achieve operational excellence. Ultimately, responsible for cost, schedule, and delivery of agreed contractual obligations.

Prior to Project Executive role, served in the engagement phase of outsourcing as Technical Solutions Manager, Delivery Engagement Manager and Technical Solutions Architect managing pursuit of large ($500M to $5B), Fortune 100, global, full service accounts for the Distribution, Telecommunication and Finance business sectors.

Senior level experience as an I/T Architect for messaging and collaboration, data center services, server, and mainframe operations.

History

IBM, United States of America
Project Executive
IT executive for large strategic outsource accounts with the following objectives: Responsible for managing the customer relationship and accountable for meeting revenue, profit, growth customer satisfaction objectives; Owned the account strategy, which involves working with customers to identify business objectives, priorities and directions, and critical success factors; Translated requirements into formal agreements, established specific solutions, and led the efforts culminating in client acceptance of the results. Responsible for customer relationship, cost, schedule, and delivery of IT operations.

IBM, United States of America
Senior Consulting Technical Solutions Manager
Technical Solutions Manager responsible for the development and sales of IBM Strategic Outsourcing solutions for customers. Led multinational, multiple discipline teams of subject-matter experts, using IBM and other vendor components to orchestrate the development of complex, multiple year, custom Owned the definition of the services solutions, was accountable for the overall success of the engagement and functioned as the primary source of IBM Global Services engagement management and solution design around the world and across all product and technical disciplines.

As a Delivery Engagement Manager, provided Project Management of outsource engagements, including new business, re-negotiations, and addenda contracts. Performed as Team Lead and mentor, created processes, documentation and training.

As a Technical Solutions Architect, designed outsource solutions and provided cost estimates for various platforms in the Services business. Led the client communication and design and implementation of Lotus Notes solutions for a large outsource customer and provided strategy and planning for the I/T environment.

Key Skills	Full Stack Web Development, Project Management, Client Relationship Management, Strategy and Planning, ITIL Conformant I/T Operations, Budget Management and Analysis, Negotiations, Team Leadership, Contracts and Agreements Development, Risk Management, Problem Solving, Presentations, Communication, Solution Design and Specification, Cost Management, and Cost Development
Training	Agile Business, Agile Project Management, Big Data, Internet of Things, Hybrid Cloud & Cognitive Solutions, Cloud Solution Development and Management, ITIL, Project Management, Service Business Leadership, Negotiations

Education

Full Stack Web Development
Vanderbilt University Coding Boot Camp

Computer Science
University of Tennessee, Knoxville