

TECHNICAL DELIVERY MANAGER

Professional Summary

Team focused, innovative, difference-making IT Manager. Results driven, high-value change management, adept at driving teams to not only deliver but to excel. Twenty + years of IT industry experience. Excellent at managing diverse teams to deliver high value products. Key manager for global support and management teams. Great vendor management, collaboration and relationships. Excels at data driven business decisions. Proficient at designing and implementing Agile and Scrum organized support and maintenance teams. Highly capable of propelling teams to higher standards and objectives than their current working environments. Quick understanding and implementation of industry standard initiatives. Well known for thinking "outside the box" and driving ideas to proven strategies and winning results. Incredible people management and team skills as well as great listening skills.

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Personal Statement: My approach can be taken from my view of Quality. Self-inspection of your daily activities to look for continual improvement. Striving for your work to be free from defects. And, the final test of quality is do you meet your customer's needs? These three items along with integrity to yourself and others will provide a combination that is right and profitable for you and the company.

Skills

- MS Office
- Knowledge Management
- Troubleshooting
- Quality assurance
- Project organization
- Team management
- Supervision
- Process improvement
- Microsoft Business Intelligence Stack
- Technical Support
- Documentation Management
- Business operations
- Operational improvement
- Relationship development
- Problem resolution
- Risk mitigation planning

Work History

Technical Delivery Manager , 05/2017 to 06/2020

Chubb â€“ NJ , State

- **10M\$ Budget** - Global headquarters position in IT Business Systems Operations managing 10M\$ budget.
- **170 Applications** - Responsible for IT Technical Delivery for 170 applications.
- **Full Maintenance and Support** - Technical Delivery covers all aspects of Technical Support from Code Development, Code Deployment and Application Infrastructure Support.
- **Global Role** - Support teams located Houston, Bogota, Rio de Janeiro, Bucharest, Mumbai, Pune, Hyderabad, Coimbatore.
- **Stakeholders** - Direct coordination with Business Stakeholders to plan and determine needs for software improvements and enhancements to deliver on time.
- **Infrastructure** - Application infrastructure support for on-premise and cloud data centers.
- **SLAs** - Maintained IT standards, coding standards and delivery Service Level Agreements with each Business stakeholder.
- **30+ Team** - Managing a 30+ person in-house support team maintaining application performance and resolving daily and critical emergency issues.
- **3rd Party L3** - Managed and coordinated with multiple L3 vendors in South America and India
- **DevOps** - Designed and implemented first SCRUM based environment to accomplish a higher standard of delivery for support and maintenance of all 170 applications in Business Systems Operations.
- **Automation** - Delivered successful "proof of concept" innovative idea for automated detection, analysis and correction of issues using industry standard applications.

Program Manager , 05/2012 to 05/2017

Ardent Academy â€“ Olympia , WA

- **>20M\$ Budget** - Product Line Business Applications, Sugar Land - Schlumberger Global Headquarters position in IT Business Systems Operations managing >20M\$ budget and supporting Business applications for each Schlumberger Business Unit.
- **Initial Start-up** - Started this program from ground up for Business Systems Operations
- **75 Applications** - Responsible for all areas of Support and Development for 75 Product Line Business Applications across Field Data Collection to Service and Product Deliveries.
- **22 Business Units** - These 75 Business Applications supported 22 separate Business Units.
- **User Support** - Managed teams providing Business User support, incident management and resolution of daily issues as well as emergency releases.
- **3rd Party Level 3** - Coordinated new features and enhancements for each application with remote development teams in US and India.
- **Global Role** - Support and Development teams were located in Singapore, Dubai, Paris, Oslo, Edmonton, Houston, London, Mumbai, Hyderabad.
- **Cost Savings** - Successfully moved all Development Support offshore to India with no disruption in support (cost savings - 10M\$).

Business Process Manager , 05/2006 to 05/2012

Abb Ltd â€“ Houston , TX

- **Global HQ Role** - Schlumberger Global headquarters position responsible for workflows and processes related to InTouch (Schlumberger's internal Knowledge Management Software).
- **Future Direction** - Interact directly with each Business Unit Managers, Operation Support Managers, Quality Managers to plan future direction of Knowledge Management Software.
- **3rd Party L3** - Managed 3rd Party development team in India to set requirements for new releases and deliver these releases to field.
- **Process Monitoring** - Mapping knowledge management processes to identify use cases, needs, monitoring and measurements.
- **Fit-for-Purpose** - Ensuring Knowledge Management Software was adding high value to Business Unit Field Workflows and Processes.
- **Reward and Recognition** - Responsible for Knowledge Management Reward and Recognition Program for each Business Unit.
- **Data Analysis** - Responsible for improving Key Performance Indicators (KPIs) measuring quality of knowledge base, effectiveness of support desks and interaction of Technical Center Experts.
- **Quality Improvement** - Managing projects with Business Units to improve Knowledge Base use cases and field operational inefficiencies.
- **Business Intelligence** - Successfully implemented Microsoft Stack of Business Intelligence (BI) platform for Knowledge Management Software.
- **Predictive Analysis** - Created a predictive incident tool using search terms and time sensitive date to predict upcoming issues.
- **Expert Finder** - Successfully implemented automated Expert identification system internally in Knowledge Management Support software.
- **Tag Clouds** - Success fully implemented knowledge tagging and automated Tag Cloud in search results.
- **Top Results** - Streamlined search results in internal search engine to provide top hits.

Education

Bachelor of Science : Marine Biology , 05/1980

Texas A&M University - City

Coursework in Computers, Math and Physics

No Degree Rice University - City , State

Paid Summer Intern - Polymer Chemistry Research - IT Programmer

Certifications and Awards

CPP - Certified Process Professional (IPAPI - International Process and Performance Institute)

ITIL - V3 Foundations

Developing Agile Requirements - University of Texas at Austin

Schlumberger Innovation "IT3" Bronze Award - Intelligence Search Project