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Matt Keane

Objective: Develop Culture and Engage Talent to Deliver Results

Critical thinking, results focused manager responsible for cultivating relationships and managing customer expectations. Accountable at a program management level for a portfolio of Enterprise Service Assurance applications, incidents, operational work and service delivery. I am a proven leader with a track record of transformation and delivering results.

Areas of Expertise

- Financial Management
- Workforce Management
- Data Strategy & Management
- Relationship Management (C-Level)
- Platform Delivery
- Portfolio Management
- Process Design/Improvement (Six Sigma)
- Conflict Resolution

Experience

Liberty Mutual Portsmouth, NH *June 10, 2002 – Present*

Enterprise Service Assurance Manager – Enterprise Technology Services

Top Performer, Accountable for a portfolio of Monitoring, Performance and Capacity tools that cover Service Assurance within our Enterprise ITSM deployment.

- Delivered new Big Data Analytics environment, for IT Operations Analytics
- **Coordinated and hosted a DataJam** in 2015 focused on innovating common business problems related to performance, using known data sources.
- **Sponsoring and Driving a Student DataJam with UNH** related to Clickstream Data and Twitter Sentiment Analysis.
- **Designed and launched a team Hackathon** (Exc!te in 2014) to innovate 'Monitoring Data Consumption', which led to a new service called DataHub built on OpenSource platforms to innovate the Information Management space with low cost high performance capabilities.

Operations Manager – Enterprise Technology Services

Top Performer and part of the Executive Management team reporting to the CTO, I had overall accountability for managing a $55 Million budget, full portfolio planning/metrics/reporting, and workforce management of 325 Full Time employees.

- Responsible for shaping and forming the culture of the organization around our core mission and vision for the department.
- Responsible for Customer Relationship Management in working directly with the Market aligned CIO's to ensure full transparency of our organization and agreed alignment to the Market Strategic initiatives.
- Accountable to the IT Chief Financial Officer for Departmental budget, forecast, headcount and recovery.
- Responsible for presenting budget and metrics at All Hands Meetings (every 6 weeks). Delivered key dashboards and reports used to manage the organization and run weekly CTO meetings.
- Responsible for a small team of Operations staff (on site and virtual) to support Operations functions.

Account Manager – Hosting Services – Workload Management

Top Performer with overall accountability for on-time delivery of infrastructure solutions to Enterprise Corporate departments. I am **responsible for marketing infrastructure services and aligning business problems with infrastructure solutions**. My customer base includes Enterprise Technology Services, and Hosting Services. As the Account Manager, I am responsible for the following activities:

- Overall accountability for on-time and quality driven IT products and services delivered to our application and business teams that reduce cost and complexity.
- Successfully managed and implemented an **81% process improvement** in the delivery of key IT systems to the business (Received a department **Award** for this effort).
- Dotted line accountability to the **Hosting Services CIO** for metrics and reporting of both internal and market driven work.
- Program accountability for meeting business expectations and targets on my portfolio of infrastructure solution deliveries. Including work escalations, conflict resolution, meeting facilitation and CIO engagements.
- Instrumental in the **delivery of a new Engagement tool** for Infrastructure and **Architect of a reporting dashboard for CIO status updates** and general use for all of IT, **including customer facing dashboards.**

Senior IT Security Analyst – **Systems Security Operations** *(Team Lead for Managed Security Services)*

Senior IT Audit Analyst – **Corporate Internal Auditing (Rotational Assignment)**

Technical Analyst – **Network Operations Center (NOC) & Network Infrastructure Services (NIS)** – **Top Ten Performer in this role**

Southern NH University September 1, 2011 – *Present*

Adjunct Faculty – Online Professor of

> *IT-210 Business Systems Analysis*
> *DAT-210 Foundation of Data Analytics*
> *DAT-220 Fundamentals of Data Mining*

Accountable for online instruction/facilitation and curriculum

- I have led 15+ sections of IT-210.
- I have authored the last two versions of IT-210.

Education and Professional

Southern New Hampshire University: BS Business Administration, Organizational Leadership concentration (2006)

Boston University: MS Computer Info Systems, IT Project Management and Information Security concentrations (2010)

Harvard University: Professional Certificate in Data Science – In progress