



## Objective: Drive IT Organizational Excellence

Critical thinking, results focused leader 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       | ▪ Relationship Management (C-Level) | ▪ Process Design/Improvement (Six Sigma) |
| ▪ Workforce Management       | ▪ Platform Delivery                 | ▪ Conflict Resolution                    |
| ▪ Data Strategy & Management | ▪ Portfolio Management              |  |

## 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** (Exclte 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. This has led to over **\$1million in savings to date.**

#### 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.

#### IT Relationship 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/Program Lead for Managed Security Services*)

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

**Network Engineer – Network Operations Center (NOC) & Network Infrastructure Services**  
(NIS) – **Top 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 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**