



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

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

Liberty Mutual Portsmouth, NH June 10, 2002 – Present

Enterprise Service Assurance Manager – Enterprise Technology Services

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

- Reduced operational work through automation and optimization of tasks to recover \$240,000 in annual labor in the first 8 months in this role.
- Replaced End User Monitoring suppliers for a net annual subscription savings of \$100,000 to the organization (Marsys Retirement).
- Delivered automation opportunities that have recovered over \$1m of labor that has been redistributed to high value operations and projects.
- Renegotiated technology and contract with HP that saved Liberty \$1.2m in green dollar expense over the 3yr term (BAC Synthetics).
- Coordinated and hosted a DataJam in 2015 focused on innovating common business problems related to performance, using known data sources.
- Driving Capstone projects with RIT and UNH related to Performance Management.
- 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. Additionally this platform has offset \$500,000 in capital (BMC BCOEE Retirement), with an additional \$2m of targeted savings over the next 5 years (CA Spectrum & eHealth Retirement).

Operations Manager – Enterprise Technology Services

Top Ten 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.

- I have responsibility in shaping and forming the culture of the organization around our core mission and vision for the department.
- I am 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 Ten 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

Accountable for online instruction/facilitation and curriculum

- I have taught 15 sections of IT-210 and built a solid relationship with the University and Associate Dean of IT.
- I have authored the last two versions of IT-210. My key driver was to influence the school into a new approach with the curriculum bringing it into currency, replacing the text, modifying assignments and introducing new ways to associate students to concepts through aligned use cases and real world scenarios.

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