1720 Mars Hill Rd | Acworth, GA 30101 | 908.444.0874

drwatson0874@gmail.com | in www.linkedin.com/in/drwatson32

DARRON WATSON

– Technology Alchemist: "Successfully transforming technology and business problems into competitive edge business solutions." ~ Darron Watson

INFORMATION TECHNOLOGY SERVICES EXECUTIVE

Value offer: Simple Efficient End-to-end solutions that address seen and unforeseen pain points… regardless of the challenge and with minimal risk proven.

Business, IT leader, and principal consultant in Enterprise Architecture, Cyber Security, IoT Automation, Cloud Automation, end-user technologies, and software development in dynamic, competitive industries requiring flexible, secure, and compliant IT environments. Committed to excellence, discipline that was planted early in the US military. Led global, multi-functional department staff and project teams of 120+ in infrastructure architecture and engineering, process optimization, compliance, and technology. Transform operations using innovation, collaboration, and a partner focus on business mission as the primary engine for technology and business success.

▶ **Joined global enterprise RPA Automation startup as IT Technical Leader within one of the big 4 financial banks as thought leadership leader increasing RPA product offering efficiency by over 53% proven efficiency** thru architectural maturity and grooming Agile processes into Virtualized Infrastructure, software development to facilitate LOB to achieve 1.3 Billion dollars save over 5 years with RPA automation. (Citi)

▶ **Improved service efficiency by 35%** through metrics-driven offshore resource optimization by developing transformation strategy for over 65% of assigned customers (Infosys).

▶ **Designed and implemented External Perimeter consisting of PKI /CASB ADLS with Ping Federation. Implemented HSM and Smart Card into RBAC Security Model allowing fast track of new company product generating over 25MM in revenue for large insurance organization.** Advised and influenced senior leadership as principal consultant on adhering to Defense in Layer Security posture based on FIPS / NIST standards.

STEERING PROJECTS & INITIATIVES THROUGH A FOCUS ON BUSINESS VALUE … DRIVING BUSINESSES TO THE NEXT LEVEL

5S ETHOS: STABILZATION, SCALABILITY, SECURITY, SPEED, STANDARDIZATION

▶ Designed and deployed the **corporation's first integrated global IM infrastructure** to 40,000+ users and applications (AIG) while successfully establishing Next Gen roadmap for 24 months migration for global Virtual Office Workspace.

▶ **Delivered savings of $20M+** leading global email consolidation of 7 legacy systems into single system for 180K mailboxes (users/apps) (AIG) by building out global Center of Excellence Regional leveraging agile practices.

▶ Supplied **endpoint control of 168,000+ user devices** and integration of mandatory audit compliance systems into streamlined total of less than 5 global images (from 30+) through Microsoft SCCM (AIG).

▶ **Rescued more than $10M in potential lost revenue** from legacy shipping system outage through proactive design of redundant architecture and online cutover in less than 24 hours (Celgene).

▶ Built solution and led team development of **WebSphere platform used by 100+ web applications** for e-commerce (Schering Plough).

CERTIFICATIONS
TOGAF 9, ITIL, Microsoft Certified Professional, Certified Scrum Master, Automation Anywhere, Work Fusion, Project +, Lean

Technology Leadership Benchmarks Tied to Business Goals

CITIGROUP — Irving, TX (Remote)| 2017 - Present

Citigroup has over 200 million customer accounts and does business in more than 160 countries with over $71.449 billion in revenue. Citigroup Inc. or Citi is a Fortune 50 and one of the big 4 American multinational investment bank and financial services corporation headquartered in New York City.

SVP (GLOBAL RPA PLATFORM AUTOMATION TECHNICAL LEADER)

Serve as IT Automation Technical Thought Leadership central providing best-practice technology and processes that ensures alignment of IT capabilities and strategic business goals while running IT as a business. Recruited to correct critical board sponsored RPA Automation project without architectural maturity baseline using TOGAF ADM. Increased speed to market and scalability effectiveness of RPA (Robotic Process Automation) Hosting Service startup from 45% to 97% (300 Bots to 8K+ Bots) by influencing peers/LOB leadership with 24 month Technical Capability Roadmap. Matured technical product offering by structuring Center of Excellence for full stacked service with business savings realization by 2.2MM YoY. All within a one year span thru usage of partnership, mentoring with vision and identifying automation opportunities after gathering requirements from multiple internal Lines of Business within the financial organization.

- ▸ **Grooming RPA from initial startup mode to Enterprise level capabilities thru COE creation of processes and procedures for RPA Infrastructure and software DevOps team to increase agility and resiliency for largest implementation of over 8000 RPA Bots with 3 control towers globally**. Service levels increased from 55% efficiency to 95% thru implementing SCRUM and TOGAF standards for proper metrics and team alignment to Lean business process and value requirements.

- ▸ **Implemented Service Improvement Strategy with C level dashboard to track capabilities and value returns while running IT as a business**. This provided KPI metrics while allowing standards and security review for automation & orchestration opportunities resulting in 45% increase workload for teams while decreasing product time to the market for increased business agile capability

- ▸ **Devised and implemented Global Enterprise RPA Quality Assurance strategy with certification process** in partnership with Citigroup Architectural Technical Engineering Team thru test plan strategy and roadmap implementation, resulting in highly efficient SDLC for Automation Platforms release for more stable Automation Platforms (Automation Anywhere / Work Fusion / IP Soft Amelia / HPOO / BMC) for LOBs to leverage as RPA technology grows and matures.

INFOSYS — Newark, NJ | 2015 - 2017
$8.7B multinational business consulting, information technology, software engineering, and outsourced services provider. Headquartered in India, employing 176K employee's international serving 950 clients in 50+ countries.

PRINCIPAL CONSULTANT (CLOUD SECURITY AND INFRASTRUCTURE ARCHITECTURE PRACTICE)

Serve as IT central resource, providing best-practice technology and process leadership that ensures alignment of IT capabilities and strategic business goals. Lead identification, development, and planning in architecture and design reviews, Cloud, application development, and security and infrastructure domains. Champion and drive in-house capabilities enhancement and client training, powering business development success through client and market-aligned increases in capabilities and capacity. Build and maintain collaborative project teams, clearly communicating solution and delivery strategy while proactively guiding project processes to successful, on-time delivery that exceeds customer expectations.

- ▸ **Created a strategic technology program structure that saved more than 1400 labor hours, rationalizing 64+ projects** planned for FY2015 and funneling to 25 (61% reduction) consolidated core projects.
  - − Disciplined planning through metrics, savings, and business criticality, providing executive management with data-driven insight and technical counsel that prevented revenue lost on "throw-away" projects not aligned to business vision.

- ▸ **Designed and architected fast track Cloud Security Infrastructure** using CASB, PKI integration with HSM Appliances and integration with Cisco VPN concentrators plus Juniper Secure VPN integration addressing audit remediation for security controls with aligned compensation controls.

- ▸ **Led multiple customer technical project teams as Lead System integrator** with VMWare NSX, Palo Alto and WAF for hybrid integration with VMware Infrastructure and Amazon AWS & O365 per HIPPA & Safe Harbor compliance standards based on customer's requirements in Insurance/ Pharma/ Financial Markets.

- ▸ **Successfully led and partnered with Mandiant on Fast Track Pen testing efforts within 30-day period as key security liaison with customer CISO and Fire Eye Mandiant vendor for organization launch of new insurance product with B2B portals and WebSphere & Ping integrations.**
  - − Led multiple customers as primary point of contact with Microsoft during O365 planning and implementations and as Security Infrastructure Architect for integration.

- ▸ **Designed and implemented External Perimeter consisting of PKI /CASB ADLS with Ping Federation. Implemented Smart Card into RBAC Security Model allowing fast track of new company product generating over 25MM in revenue for large insurance organization.** Advised and influenced senior leadership as principal consultant on adhering to Defense in Layer Security posture based on FIPS / NIST standards.

▸ **Led a strategic realignment of offshore resources, delivering a 50% jump in customer satisfaction** and significant improvement in service efficiency that slashed ticket age by 35%, both within 3 months.
  – Created enterprise procedures for engineering and architecture support tiers, and developed dashboard and data feed monitoring SLAs and trends, vendor resource utilization, and knowledge base.

▸ **Ushered a 35% improvement in work quality and project success ratio** through refined vision leading to resource prioritization and morale enhancement.
  – Designed infrastructure roadmap with single pane of glass visibility to key milestones, ensuring compliance with business and regulatory objectives. Created procedures guaranteeing future project alignment tracking changes in organizational objectives.

AIG — Livingston, NJ | 2012 - 2014

$64B+ (2014) multinational insurance corporation with 88M+ customers in 130 countries, employing more than 64,000. 42nd-largest public company in the world with a 2015 market capitalization of $75.04 billion.

VICE PRESIDENT (GLOBAL HEAD OF UNIFIED MESSAGING & DESKTOP ENGINEERING SERVICES)

Directed global enterprise unified communication and desktop engineering services strategy and execution for 100+ corporate sites, serving a 68,000-user community in 60+ countries. Architected and managed global email application and Infrastructure, desktop engineering services, and DTD operations/engineering, including electronic communication systems and application mobility backend infrastructure platforms, SCCM, Citrix VDI App Packaging and Streaming, LCMS systems, and end user-devices.

▸ **Created a culture of productivity, defining and installing a baseline of proactive performance** that reduced application outages from 40+ to less than 5 within one year. Implemented skip-level interviewing sessions providing employees with executive level expectation insight and feedback. Created robust processes and standards governance structure through establishment of architecture review board.

▸ **Increased End User Services for Unified Collaboration & Messaging's SLO and SLA performance to 97+% (from 80%)** through metrics-driven process control and refined SDLC processes governing policies, procedures, standards, controls, and security audits to meet business and Federal regulatory requirements.

▸ **Achieved a 25% increase in release cycle time** on homebrew trading applications, as Agile and Scrum champion.

▸ **Developed and executed business and technology strategy leading consolidation of more than 180K mailboxes and 7 discrete systems into single global email system,** delivering project at a 25% savings of initial cost projection ($72M < $18M).

▸ **Planned and led organizational response in Federal audit of AIG practices for endpoint compliance,** meeting requirements and securing release from oversight by the Treasury Department, following bailout.

▸ **Optimized application migration and portfolio management,** creating global application packaging factories for 30,000+ international VDI users and SCCM endpoint for Citrix app streaming capability. Consolidated number of images from 72+ to 3 within 20 months and saved more than 20,000 labor hours with savings over 3.2MM.

▸ **Installed corporate-first capability increasing productivity and delivering $5M+ in annual travel savings** through design and deployment of a scalable 40,000+ Lync Enterprise 2010 instance and 5-year roadmap.

CELGENE CORPORATION — Summit, NJ | 2008 - 2012

$6.5B (2013) biotechnology company manufacturing and marketing of drug therapies for cancer and inflammatory disorders.

IT GLOBAL MANAGER (TECHNICAL ARCHITECTURE & OPERATIONS) (2010 - 2012) |(CONSULTANT) (2008 - 2010)

Provided executive-aligned business leadership and management-level technical support of shared services and end-user technology. Managed relationships with senior business unit leaders and executives, ensuring technology initiatives received stakeholder support and met business requirements, while establishing a performance-oriented, metrics-aligned organization.

Tapped as Technical Architecture and Operations Global Manager following two years in the successful development and implementation of architecture solutions, as consultant. Provided top-level technical support of global follow-the-sun applications hosted at six data centers aligned with more than 40 remote sites in a heavily regulated environment.

▸ **Accomplished key transition architecture milestones, adding business value by meeting release dates** through implementation of standardized documentation controls, metrics dash views, top-tier support architecture, PMO discipline, and agile methodologies.

▸ **Streamlined acquisition integration through ADM processes, expediting data migration** during four major acquisitions and enhancing remote site infrastructure and staff consolidation that maintained optimal operational efficiencies during organizational growth from 800 to 4000+ users.

▸ **Launched 32 and 62-bit functionality while optimizing licensing for ROI and SLA with year-over-savings of $1M+.** Delivered increased productivity and user accessibility while adding functionality and redundancy through Citrix Xendesktop/VDI, and preparing organization for Windows 7, application streaming, and Cloud services.

▸ **Designed and structured balanced and sustainable risk, governance, disaster recovery, crisis, and emergency response programs** in partnership with business managers and executive leadership.

  − Identified infrastructure single points of failure and developed heat map remediation and risk mitigation action plans.

  − Served as vice-chair of architecture governance and standards technical boards, driving EA framework best-practice governance strategies and vendor compliance roadmap.

▸ **Developed and implemented ADM collaborative rollouts for custom pharmaceutical FDA-regulated software** in alignment with TOGAF enterprise architecture standards.

BALDOR SPECIALTY FOODS, INC. — Bronx, NY | 2004 - 2007
Private importer and distributor of fresh produce and specialty foods and one of the largest in the Northeast and Mid-Atlantic.

IT Security Director

Successfully developed and structured 1st metric driven Company IT and Security program also directing End-User services, PCI DSS security architecture, WAN/LAN communications, CRM, HRIS, ERP/EDI, virtual infrastructure, and Software security application development functions with budget of 2MM and staff of 15 Security Analyst. Strategized and rationalized resource planning, project management, budgeting, and vendor negotiations.

▸ **Detected and resolved all security infrastructure holes within one year** while maintaining 99% uptime, introducing architectural framework supporting metrics and remediation consistency. Slashed outages from 26+ per year to 2 through preventive maintenance.

▸ **Devised Security Strategy with 18 month Security Infrastructure Roadmap** and implemented meeting SOX and PCI DSS standards based on FIPS and certified thru 3rd Party Pen Tester reports for organizations POS systems and B2B portals.

▸ **Implemented Security Operations Center and Help Desk / Support web portal in Hyderabad, India** with automating metrics reporting and ticket escalation, decreasing ticket volume by 40% while increasing CSAT.

▸ **Developed PCI Security program for batch processes and ensured security controls for data compliance and Database** Hardening were in place along with data retention policy for audit compliance generating over 25 increase in online sales and customer portal campaigns.

Additional Consulting and Previous IT & Military Experience

Principal Consultant / Chief IT Architect, Watson Group Solutions, llc — Scotch Plains, NJ (2014-2015 / 2007-2008); Principal Consultant – Solution Architecture, Schering Plough Corporation (2007-2008) Designed architecture solutions. Facilitated class on strategy and risk mitigation; Network Systems Analyst (2002-2004); LAN / PC Specialist (1999-2002), Gannett / App / Courier News — Bridgewater, NJ; Electronics Technician, Active Duty and Reserve - Honorable Discharge United States Navy (1992-2002)

Education & Professional Development

Masters of Business Information Technology Management – (In Progress 2021 Completion)
Kennesaw State University

Bachelor of Applied Science (BASc) – Business Information Technology Management
Western Governors University

Associates Degree in Business Management / Minor of Information Technology – with Honors
American Intercontinental University