

# ROSLYN PAYNE

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## INFORMATION TECHNOLOGY LEADER

Accomplished customer obsessed leader and intellectually curious risk-taker. A career marked by identifying business drivers, strategic planning, digital transformation, and fueling global growth. Lead matrixed multi-disciplinary global team: skilled at strategic thinking and managing tactical system implementations. Proven and consistent delivery on multi-year, multi-million-dollar initiatives in investment services, financial technology, managed consulting, and pharmaceutical industries.

### AREAS OF EXPERTISE INCLUDE:

Global Team Leadership | IT Strategy | Product Lifecycle Management | Scrum & Agile Methodologies | Trusted Advisor  
Portfolio and Program Management | Stakeholder Engagement | Mentoring and Talent Development | Customer-Centric  
Software Development | Continuous Improvement | Process Reengineering | Thought Leadership | Cloud Computing

## PROFESSIONAL EXPERIENCE

**RALPH LAUREN** –Nutley, NJ

**January 2019– Present**

**Senior Director | End User Computing & Collaboration**

- Responsible for jump-start and strategic direction of stalled End User Computing and SaaS transformation project for 9,000+ Corporate end users globally in a matrixed enterprise
- Accountable for \$4M+ budget; forecasting, accruals, procurement payments, and hardware capitalization
- Lead teams encompassing 50+ onshore and offshore staff supporting SharePoint, End User Computing, Service Desk, Printers, Mobile devices, Virtual Desk Infrastructure services, End Point Management Tools (SCCM, JAMF Casper, Airwatch, Intune) and Audio & Visual conferencing
- Transform End User Experience and culture lead with digital; introduce video conferencing capabilities; deploy 3,000+ Windows 10 and Macintosh devices

**REFINITIV** – New York, NY

**October 2018 – January 2019**

**THOMSON REUTERS** – New York, NY

**June 2015 –October 2018**

**Director | Business Relationship Manager**

- Translated C-level and senior executives' vision into technical capabilities, elevated business value, IT services demand, and client satisfaction to 92% by optimizing innovative solutions that aligned client priorities with technical capabilities; earned trust and became a trusted IT advisor
- Promoted thought leadership workshops based on business models and processes to educate business partners in market dynamics and applied insightful recommendations for long-term value creation
- Drove continuous improvements in value optimization, IT performance, and business process initiatives. Advance business leaders' knowledge of IT processes, frameworks, roles, and capabilities as a trusted technology advisor
- Championed investment in network redundancy for 1,300-employee site dedicated to engineering proprietary software for customer contact center support. Avoided \$300M+ in cost annually, improved customer satisfaction ratings, customer retention, and brand equity

## EDUCATION

NEW YORK UNIVERSITY, STERN SCHOOL OF BUSINESS | Executive Master of Business Administration (MBA) | January 2019

FORDHAM UNIVERSITY | Bachelor of Science (BS) in Psychology