Roslyn Payne

(347) 509-9833 | msroslynpayne@gmail.com | www.linkedin.com/in/roslynpayne

**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