**James S. Willsey**

**Business Management Professional**

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**Summary**

Experienced management leader with proven track record of growing revenue by delivering outstanding client services and enhancing major program service initiatives globally. Leadership oriented and multi-industry faceted.

**Key Skills & Abilities**

* Successfully maintained and developed relationships with all levels of management required to help augment customer experiences with complex technology operations.
* Proven success with exemplary account management services and customer satisfaction expert. Promoted to delivery executive for exceptional client acumen.
* Demonstrated mastery in technology project management enabling re-occurring profitability for current and emerging fortune 500 institutions at all business levels.
* Exemplary interpersonal, and success with developing high performance service cultures with outperformance track record.
* Certifications in strategic thinking/planning, innovation and emerging technology. Comprehensive background with securities, quality and control risk management.

**Professional Experience**

**2019 – 2020: Client Success Representative, Charter Communications.**

* Development and sustainability for pipeline > 500 clients with specialized technology needs. Post marketing support for on-going client services new business engagements.
* Implementation supervisor for post sales management and on-going new business.
* Exceeding performance on monthly basis by delivering high quality client services resulting in augmentation of regional marketing goals. TCV > 24M.
* Enhanced client satisfaction, honed presentation services model, communications SME.
* Sustainability and growth of company as 2nd largest service provider nationwide.

**2007 – 2018: Sr. Control Manager, BNY Mellon.**

* Operations Project Mgt. Leader: Client control, Risk, HR Operations & Facilities.
* Successfully delivered / exceeded project deliverables and promoted annually for over 10 years due to building high quality client relationships and services.
* Vendor relationship management expert, promotion to office of CAO.
* Multi-faceted technology implementation leader. New business development.
* Implemented and supported build of new innovation center. Promoted to Sr. Associate for exceeding resolution of all business support needs.
* Outperformance award for delivering complex secure technology solutions globally in compliant environments exceeding client satisfaction utilizing state of the art software.
* Enhanced client technology control PRJ resulting > 9B-1.1 Trillion in daily operations.
* Outperformance in all program assisgnments exceeding all deliverables.

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**1997 – 2007: Delivery Executive – International Business Machines.**

* Managed key client business relations end to end resulting in contract renewals in excess of 4.2M for all portfolios assigned.
* Client focal point for operational issues, provided key communication and detailed case management updates to resolve client issues and prioritize problem resolution.
* Promoted from Service Delivery Mgr. (SDM) to Delivery Project Executive (DPE) due to exceeding client SLAs on annual basis.
* Multi-industry technology support expert. Disruptive technology break/fix SME.
* New business on-boarding project manager, client services intervention leader for new contract support. Client champion for technology root cause analysis (RCA) process.
* Built high performance service team leading all client service needs for E-commerce and networking operations. Achieved CEO excellence award as client success manager.
* Management leadership academy trainer and client implementation specialist. Teamed with marketing to help sustain and build on existing client contract base > 30 M.
* Promoted to Global Account Manager, assisting new business installments, resulting in 2.5 million on-going revenue for Global Services (IGS).
* Travelled Globally to provide client management services, assist marketing and supply transition services for critical new on-boarding implementations designated as major “lights on” contracts.
* Constructed, hosted, presented all key documentation and operational communication needs resulting in management award for exceptional status reporting.

**Education:**BS: Management Information Systems, BA – Politics/International Relations, Carnegie Mellon: Innovative Thinking. Management Leadership Academy, Armonk NY. Strategic Planning: Harvard Management Mentor. PMP, LEAN-Six Sigma, Audit and ISO Quality accredited.

**Other Interests**: Teaming for success, people, community and strategic organizational development. Emerging and disruptive technologies. Diverse background with promoting institutions to help achieve goals. Outdoor enthusiast and travel.