

# DONNY TSIKENTZOGLU

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## SR MANAGEMENT LEADER

Solutions-oriented Manager with notable success directing a broad range of corporate initiatives while participating in planning and implementation of technology business solutions in direct support of business objectives.

- ♦ Over 20 yrs track record of increasing responsibility in system design, systems analysis, team development and full lifecycle project management.
- ♦ Demonstrated capacity to implement innovative system programs that drive awareness, decrease budgeting, and strengthen organizations.
- ♦ Hands-on experience leading all stages of system development efforts, including requirements definition, design, architecture, testing, policies and procedures (ITIL and CMM/CMMI standards).
- ♦ Outstanding leadership abilities; able to coordinate and direct all phases (SDLC) of project-based efforts while managing, motivating, and leading project teams.

**CORE COMPETENCIES:** Business Impact Analysis; IT Management; Data Integrity/Recovery; Disaster Recovery Planning; Infrastructure, Research & Development; Agile/Scrum SAFe Methodology; Vendor Management; Risk Assessment; Change Management; Problem Management; Process Improvement; PMO; Policies and Procedures

## PROFESSIONAL EXPERIENCE

IPS, Secaucus, New Jersey

Dec 2019 – Jan 2021

### **Sr. Project Manager, PMO**

Lead and support the execution of multiple projects, project delivery and planning to facilitate dependencies, close gaps, mitigate risks, and achieve business and client objectives as outlined.

- Formulate strategies as well as the necessary resource requirements, timeline and change management tools for PMO and Business Excellence organizations.
- Lead and motivate team members / cross-functional teams, and maintains team health in a fast-paced environment, throughout the lifecycle of the project.
- Ensures successful adaptation of a project and creating process management best practices (including documentation) across the Company while also aligning with the client needs and UX.
- Designed and implemented an interactive dashboard that supports transparent communication across teams that is pivotal for managing projects throughout their lifecycle.

STELLA LLC, Jersey City, New Jersey

Sept 2017 – Dec 2019

### **Strategy Project Management Office (PMO), Director**

Collaborate with cross functional team members and clients to drive company growth by leading the continuous improvement of the innovation pipeline and managing an agile team.

- Define and execute Project Management processes in accordance with industry best practices
- Develop & deliver executive level presentations on overall strategy and how it ties to all project status updates with appropriate business KPI's to track success.
- Work closely with senior stakeholders to roadmap and align their business needs.
- Lead Vendor Management to help control costs, reduce potential risks with excellent service delivery.
- Improve and standardize policies and procedures, PM tools, to help Project Managers succeed in delivering a successful project.

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## PROFESSIONAL EXPERIENCE CONTINUED

CENTURYLINK, Weehawken, New Jersey

July 2010 – Aug 2017

### **Sr. Project Manager**

Responsible for the direction, coordination, implementation, execution, control and completion of projects for fortune 100 Financial companies.

- Executed and maintained project management processes and disciplines in the areas of: project scheduling, IT Service Management; SDLC; Agile – Scrum Master using JIRA and Confluence; communications management; access management, problem management; risk/issue management; budget planning; change management.
- Managed multiple simultaneous projects for Financial companies. Presented clients on the project status, RAID, Smartsheet, RAG reports, during weekly and daily calls/meetings. Ensured the projects were properly tracked, outlined deliverables, and identified any roadblocks.
- Facilitated the definition of project scope, goals and deliverables, the project tasks, and resource requirements.

DEUTSCHE BANK, Jersey City, New Jersey

May 2010 – July 2010

### **Consulting / Sr. Project Manager**

Lead the Project Management team in developing and creating templates, policies and structure as a guideline for the entire team to follow.

- Produced metric reports, processes and procedures to introduce structure and set standards of the Project Management best practice. Managing the lifecycle of simultaneous projects for the Financial Vertical.
- Proactively lead the project planning, weekly RCA meetings, monthly Dashboard reports, process improvement and implementation of Problem Management.
- Removed roadblocks and provided support to the project team to ensure project success.

MARSH, Hoboken, New Jersey

Sept 2007 – July 2009

### **Project Manager, Team Lead**

Managed multiple technology-driven projects. Lead scope and requirements gathering workshops by interviewing business owners, technical leads, senior management and other project stakeholders. Identify, tracked using MS Project, and resolve issues, risks and scope / requirement changes to the project. Communicated status to project stakeholders, team members and senior management based on ITIL and the CMM/CMMI standards.

#### *Key Contributions:*

- Collaborated with Engineers, Business users and Management to produce/improve processes and procedures to streamline functional needs. Procedures include; Change Management, Performance Testing, Problem/Incident Management, Release Management and System Changes.
- Lead Change Management meetings to ensure all changes were on-track and met necessary requirements for production. Assessed, evaluated and approved all changes.
- Managed technology requirements through the SDLC and ensured project scope aligned with the business throughout the course of the project.
- Responsible for managing cross functional teams through the lifecycle of Problem Management. Identified the root cause and ensured/minimized it from reoccurring.

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## **PROFESSIONAL EXPERIENCE CONTINUED**

BANK OF NEW YORK, Lodi, New Jersey

Sept 2004 – Sept 2007

### **IT Manager, AVP**

Managed an enterprise-wide technology department, in both New York and New Jersey. Oversaw department wide efforts to identify and evaluate all critical systems. Focused on the foundations of IT Service Management - ensuring quality service. Designed and implemented system processes and procedures based on the SDLC, ITIL, and CMM/CMMI standards. Performed cost benefit analysis on all recommended strategies. Collaborated with external auditors to conduct in-depth compliance audits and penetration testing, presenting all results to senior management. Supervised daily activities of Computer Systems and Internet Administrator.

GLOBIX CORPORATION, New York, New York

2000 – 2004

### **Windows Systems Manager**

OPPENHEIMER CAPITAL, New York, New York

1998 – 2000

### **Sr. Systems Engineer**

MILLENNIUM PARTNERS, New York, New York

1996 – 1998

### **Systems Engineer**

## **EDUCATION AND CREDENTIALS**

### **SETON HALL UNIVERSITY, South Orange, NJ**

W. Paul Stillman School of Business

Bachelor of Science, May 1996

Major: Business Management Information Systems

### **STEVENS INSTITUTE OF TECHNOLOGY, Hoboken, NJ**

Wesley J. Howe School of Technology Management

Masters in Telecommunications Management, May 2009

Major: Project Management

### **Professional Training and Certifications**

STEVEN INSTITUTE OF TECHNOLOGY, Hoboken, NJ

Graduate Project Management Certification (PMI Accredited)