Richard A. Rosen

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Senior Program Manager with over 15 years Global Project Management, PMO, M&A, Change & Business Management experience in the Financial Services Industry

**Skills Summary:**

* + Accomplished Senior Program Manager with global PMO, business management, M&A, Change, Data Center migration and delivery experience in fast paced entrepreneurial Financial Institutions
	+ Worked as a Senior Project Manager at Bank of America / Merrill Lynch, Morgan Stanley, Royal Bank of Canada, Deutsche Bank, ABN AMRO, ING Barings, and Citibank
	+ Expert at managing messy project rescue efforts and building successful delivery teams
	+ Skilled at managing large global project teams of over 100 employees including Project Managers and technical specialists for projects ranging in size from $1M-$100M
	+ Extensive experience building and managing Global Program Offices for companies such as Morgan Stanley and Brown Brothers Harriman
	+ Expert at creating program controls, governance framework, and program methodology
	+ Implemented project management tools including HP’s PPM Suite, Clarity, MS Project and Jira
	+ Excellent client-facing skills at both the technical and managerial levels
	+ Managed M&A integration work at Bank of America / Merrill Lynch and ABM AMRO
	+ Over 6 years’ experience building and operating a very profitable $8M IT staffing company gaining a deep understanding of start-ups, new ventures and P&L responsibilities

**Professional Experience:**

**Millennium Management** (New York, NY)April 2018 – Present

# Senior Infrastructure Program Manager – Contractor

Millennium Management is a global investment management hedge fund that manages approximately $45 billion in assets engaged in a broad array of trading and investing strategies across a wide group of diversified managers.

* Program Manager / Scrum Master for End-User Services Engineering & Operation Teams Global initiatives
* Leveraged Jira, Sprints and daily scrums to manage and communicate work
* Planned and executed firm wide deployment of Windows 10 and Office 2016 across white glove user community
* Developed / Managed Global BAU Application Deployment process (i.e. SEP, AMP, Win 10 feature updates, etc.)
* Managed Development / implementation of Global BCP solutions
* Project managed Citrix team deliverables (i.e. Standard Vendor Shared Desk, Published apps, etc.)
* Project managed VDI, Moonshot and other high end remote compute solutions
* Managed deployment of roaming profiles leveraging Profile Unity
* Project managed large user moves including move of company headquarters
* Demonstrated excellent analytical abilities, strong business acumen, and self-starter comfortable with ambiguity
* Built reputation as a strong communicator, keen sense of ownership, drive and scrappiness

**Deutsche Bank** (New York, NY)May 2017 – March 2018

# Senior Program Manager – Contractor

Deutsche Bank is a German Global Banking and Financial Services company transforming its IT environment into a mobile friendly environment.

* Responsible for managing Americas Office 2013 deployment across approximately 28,000 devices (Physical / virtual devices). Responsibilities included completing application rationalization / remediation, rapid and White Glove deployment planning / execution and post implementation support.
* Responsible for managing global Wyse Thin Client deployment from WES to WTOS for approx. 35,000 D-Class devices to support Skype for Business Desktop Video profile stack. Responsibilities included POC of deployment process, 3 global pilots and operational sign-off that process is “Production Ready”.

**Omnicom Group** (New York, NY)March 2017 – May 2017

# Senior Program Manager – Contractor

Omnicom Group is a leading global advertising and marketing holding company developing IT transformation plans moving from a de-centralized to a centralized IT model.

* Member of new Global PMO responsible for developing IT plans to move organization from a de-centralized to centralized IT model. Worked with Architecture Leads to Developed transformation plans for Office 365, Windows 10, centralizing Service Desk using ServiceNow and consolidating Data Centers by leveraging Cloud strategy.

**Royal Bank of Canada** (New York, NY)January 2014 – March 2017

# Senior Program Manager – Contractor

Royal Bank of Canada migrated 100,000 XP desktop devices to a locked down Windows 7/IE9/Office 2010 desktop with a budget of $150 million.

* Responsible for managing global deployment of approximately 10,000 Risk, Compliance, Finance and Business Management physical and virtual devices from XP/Office 2003/IE7 to Windows 7/Office 2010/IE9. Role includes developing end to end deployment process, driving proof of concept / pilots, developing / managing global project plan, managing issues, risk, and action Log, chairing weekly program / executive committee meetings, and publishing weekly status reports. In addition, develop global deployment schedule / manage Zero-Touch and High-Touch deployments leveraging IBM, Dell and Eden co-source partners, manage Application Readiness process for portfolio of over 100 IT supported applications, manage / partner with business to complete End User Computing Application Readiness, develop business unit / user Application Profiles for upload into SCCM application distribution process, and manage Locked Down environment leveraging Avecto process to White list applications / provide privileged users elevated rights.
* Manage Data Center migration of 120 physical /virtual servers and 25 applications from NY to Canada Data Center. Included management of planning, design/remediation and migration phases.

**Thomson Reuters** (New York, NY)July 2013 – January 2014

# Senior Program Manager – Contractor

Thomson Reuters migrated clients to new Elektron Market Data servers.

* Project Managed deployment of Elektron Market Data server upgrade for Strategic clients. Role included project planning, status reporting, Issues/Actions Management and chairing client meetings.

**Marsh & McLennan** (Hoboken, NJ)October 2011- July 2013

# Senior Program Manager – Contractor

Marsh & McLennan is a $12 billion global professional services firm planning the migration of 61,000 open XP desktop devices to a locked down Windows 7/IE9/Office 2010 desktop with a budget of $90 million.

* Member of the Global Program Office assigned to Program Manage Windows 7 initiative. Responsibilities include creating and managing project plan, managing issues/risk log, chairing weekly workstream status meetings, facilitating weekly Change Management meeting and creating weekly status reporting. In addition, working with operating companies to complete application readiness for portfolio of 3,400 applications, managing migration of SMS site servers to SCCM globally, driving XP to Windows 7 end to end deployment proof of concept and pilots, creating global deployment schedule and working with operating companies to ensure operational readiness.

**Bank of America / Merrill Lynch** (New York, NY) June 2009 –September 2011

**Infrastructure Project Manager - Contractor**

Bank of America is a global financial institution that was in the process of integrating Merrill Lynch businesses acquired

* Project Manage the transformation of the Merrill Lynch (ML) global desktop infrastructure into a consolidated Bank of America (BAC) desktop infrastructure for approximately 700 sites. This includes migrating 82K ML Build desktops, laptops, & virtual devices to a BAC Build, certifying 2600 ML applications run on a BAC Build, transforming the desktop support model including Help Desk, Site Support & Vendor support to the BAC model, dispose / replace legacy hardware, establish Active Directory trusts and transition objects and users off of ML Active Directory, coordinate movement of user’s Homespace and Group space to BAC standard servers/storage, and deploy additional BAC infrastructure servers to support larger user and server base for Tivoli, etc.
* Project involves global coordination with Application Owners, Associate Site Support, Engineering Teams, Network Team, and LOB’s.
* Developed site preparation migration processes in swim lane format with roles and responsibilities, which includes processes for finalizing business critical application inventory, packaging applications for distribution using Tivoli, certifying individual applications on a standard BAC build, plus application suite and performance testing.
* Prepared a global site migration schedule that aligns site migrations with disaster recovery site migrations, and accommodates Corporate Workplace moves.
* Developed laptop self serve migration process which allows laptop and work at home users to migrate to the standard BAC build at their convenience.
* Facilitate weekly project meetings with LOB Project Managers focused on current week’s deliverables, upcoming deliverables for the next 4 weeks, key issues, and key risks. Provide weekly project status reporting to Transition Project Office and senior management which includes application certification and site migration metrics.

**Royal Bank of Scotland** (Greenwich, CT) June 2008 – Feb 2009

**North America PMO Controls Manager - Contractor**

Royal Bank of Scotland is a global financial institution in the process of integrating all ABN Amro businesses acquired in 2007

* Managed the North America PMO controls function for the RBS / ABN AMRO integration program responsible for developing, implementing and managing processes for schedule planning and control, dependency management, scope management and status reporting
* Worked with program workstreams to develop detailed plans containing key milestones and inter-project dependencies within and between workstreams
* Responsible for developing and maintaining consolidated program plan
* Managed the change request and dependency definition processes
* Facilitated monthly workstream planning sessions
* Developed weekly status reporting for senior management
* Performed program assurance reviews using Health Checks and other Assurance tools and methods

**Morgan Stanley** (New York, NY) Dec. 2006 – May 2008

**Executive Director – Merchant Banking IT**

Morgan Stanley is a Fortune 50 U.S. based global investment bank with 55,000 employees working in a fast paced entrepreneurial environment

* Managed the global PMO and business management functions for the Merchant Banking IT department which supported the Financial Controllers Group, Real Estate, Private Equity, and Infrastructure businesses
* Responsibility included project management, financial management, resource management, operations management, and strategic planning
* Developed end-to-end delivery and reporting processes that positioned over 30 Project Managers for success and provided senior management project status transparency
* Re-engineered business management processes providing more accurate financial, resource, and vendor management reporting for senior management
* Implemented HP’s PPM tool suite
* Managed various Merchant Banking IT projects

**ABN AMRO / ING Barings**  (New York, NY) June 1998 – May 2006

# Senior IT Project Manager

ABN AMRO is a Dutch owned global investment bank that purchased the Equity and IT operations of ING Barings

* Managed $1M - $10M complex global infrastructure projects for ING Barings and ABN AMRO involving North America, the UK, Asia and Latin America with a project staff of 30 from initiation to production
* Managed many projects at ING Barings and ABN AMRO including the North American rollout of 3500 workstations to a standard workstation environment, the conversion of 11 Latin American offices from CC:Mail to Outlook, build-out of a 500 position state of the art trading floor, the move of 3000 employees to a new facility, and move of Data Center to a new location
* Performed all IT project management tasks, including planning, scheduling, scope management, change management, risk management, issue resolution and resource management
* Launched Tactical Solutions, Inc. consulting business from single IT Project Manager contract assignment at ING Barings to an $8M firm
* Led the day-to-day activities and overall development of company, including P&L responsibility, business development, staff management, and client management
* Successfully maintained dual roles for 7 years as IT Project Manager at ING Barings and ABN AMRO and President of Tactical Solutions working very efficiently and effectively
* Established an extensive network of contacts with senior IT managers at Wall Street firms through an aggressive marketing and sales strategy driving 30% growth for 7 years
* Leveraged reputation of “Getting the Job Done” at ING Barings and ABN AMRO as IT Project Manager to expand Tactical Solutions business by 300% and adding 30 additional billable staff

**Other Employment:**

**Engagement Manager**, KEANE (New York, NY) Jun 98-Oct 98

**IT Project Office Consultant,** Wellspring Resources (Bethesda, MD) Jan 96 – May 98

**Oracle Financials Implementation Consultant**, ORACLE (New York, NY) Jul 95-Jan 96

**Engagement Manager**, APPLIED BUSINESS TECHNOLOGY CORP. (New York, NY) Apr 94-Jul 95

**Business Analyst**, LOUIS-DREYFUS ENERGY CORP. (Wilton, CT) Jan 92-Apr 94

**President**, COMPUTERIZED TRANSACTIONS, INC. (Plainview, NY) Jun 86-Jan 92

**Assistant Controller**, MARX & NEWMAN CO. (Pt. Washington, NY) 1983-1986

**Accountant**, MAHONEY, COHEN & CO., P.C. (New York, NY) 1982-1983

**Education and Training:**

**B.S., Professional Accounting**, Syracuse University School of Management (Syracuse, NY)