Andrew Stone

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## IT Management, IT Operations, Project Management

* Accomplished professional with domestic and global experience managing, leading, and developing high-performance teams from various business areas in IT services, projects, support, application development, and integration across diverse business sectors.
* Skilled at identifying business requirements, issues and gaps, change management, developing and deploying operational solutions and process, maximizing resources and return on investment.
* Cultivate relationships with executives, managers, key users, and other stakeholders.
* Aptitude for bridging the gap between business and technology, improving people, performance, and functionality.
* Proven experience managing and developing domestic, international, and matrix resources and teams in all aspects of information technology, projects, and services.
* ITIL Foundation Certificate in IT Service Management
* Level 3 CJIS Security and Awareness Certified
* Six Sigma Yellow Belt
* Certified ScrumMaster
* HIPAA Business Associate Certification
* ITIL v4 Lite

IT Service Management (ITSM) • Software as a Service (SaaS) • Infrastructure as a Service (IaaS) • Platform as a Service (PaaS) • Business Process Outsourcing (BPO) • Software Development Life Cycle (SDLC) • Requirement & Gap Analysis • Contract Negotiation & Management • Vendor & Client Management • Resource & Change Management • Budgeting

Current Experience

**Sundyne** – Arvada, Colorado (Formally Accudyne Industries) August 2018 –Present
*Global provider of precision-engineered flow control equipment with 1,000+ employees, 5 manufacturing locations, and $300M in annual revenue*

**Global IT Operations Manager**

Head of global IT operations and support services for parent company and all subsidiaries, providing management, oversight, and direction for outsourced global managed services provider, all service towers, and field services engineers. Matrix responsibilities for all IT site leads, local resources, and third-party support vendors.

* Manage day-to-day IT operations, ensuring the integrity, security and high availability of all services and systems (physical, cloud, hybrid, and vendor managed)
* Help define and contribute to the overall goals of the IT department, including short-term/long-term planning and strategic goals
* Manage service desk teams including escalation of issues as required and documenting operating procedures/processes
* Manage field services team responsible for local site support and maintenance of all hardware, software, and systems
* Manage the priority 1 and priority 2 ticket escalation and support process
* Ensure that all IT operations projects are well defined, planned, and executed
* Collaborate with the application team on support, integrations, and upgrades
* Manage all outsourced vendors and contracts, including SLAs, reporting, deliverables, and break/fix
* Operational oversight of all licensing and cloud-based services/systems
* Member of IT change control board and multiple IT project teams

**Bimbo Bakeries USA** (Trillium Solutions Group) – Horsham, Pennsylvania October 2016–August 2018
*Largest bakery company in United States and industry leader with over 15,000 employees and $4.1B in annual revenue*

**IT Operations and Project Management Consultant**

Responsible for IT operations, financial, and project management of strategic projects and zero based budgeting (ZBB) initiatives impacting information technology systems, services, and indirect expenditures for the US operations of a global manufacturing organization, including management of project and operational budgets in excess of $4.5M per year. Responsibilities include RFP preparation/review/validation, budgeting, forecasting, financial analysis, vendor and contract negotiation, implementation, and management, project management, and reporting.

* Managed project and implementation activities, resources and outsourced partner(s) to ensure successful delivery of large, complex, multi-dependency business transformation projects
* Managed and coordinated operational and financial issues with legal, financial, and procurement departments

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* Managed cross-functional teams with responsibility for relationship and risk management, business processes, and project management deliverables (schedules, budget, scope, change management, status reports, resource allocation, issues logs/resolution, etc.)
* Member of global zero based budgeting team focusing on IT operational reporting and behavior management to reduce and manage indirect expenditures across the organization
* Collaborated with local and global stakeholders to analyze business requirements, impact, and risk to the organization

**Anexinet** – Blue Bell, Pennsylvania April 2015–July 2016
*Regions leading system integrator and technology management firm with 250+ employees and over $125M in annual revenue*

**Manager, Infrastructure Managed Services**

Managed, application development and support, database and SharePoint management, and infrastructure services, for the Managed Services practice area. Practice area included proactive, reactive, and on-demand management and support of physical, cloud, and hybrid environments, including, VMware, Azure, Citrix, Cisco, LAN/WAN, SQL servers, databases and related systems, Microsoft Dynamics CRM, SharePoint, Office 365, Active Directory, Exchange, backup/recovery, tier 1 call center, and tier 2/3 support.

* Manage and developed new and existing services, including, application support, service bank, audit/compliance, pre-sales, infrastructure management, and on-demand support
* Managed a team of 6 engineers, 1 DBA, and 4 developers
* Optimized IT systems, processes, and integration to maximize functionality and return on investment
* Developed and managed IT support and service agreements
* Built and maintained strong relationships with clients and partners
* Functional and resource oversight for service delivery through staff augmentation, dedicated and semi-dedicated resources, shared resource pool, vendors, and partner organizations
* Identified, integrated and developed support ticketing, network/server monitoring, process automation, reporting, and dashboard solutions
* Managed and updated corporate policy, process, and procedural documentation
* Member of IT steering committee and multiple corporate IT project teams

**ePlus Technology** – Pottstown, Pennsylvania August 2013–April 2015
*Nationwide provider of IT products, consulting, and managed services with 800+ employees and over $980M in annual revenue*

**Manager, Transition Services**

Managed all technical and operational components to onboard clients and systems into the managed services portfolio. Managed account transition to the assigned service delivery manager for day-to-day account management and into the managed services center for 7x24x365 management and support of contracted items.

* Worked with regional and national account executives, business development executives, and professional services executives to review and validate all contracts
* Worked with the assigned transition team, internal resources, third-party vendors, and client stakeholders to manage the full onboarding lifecycle (requirements, scope, deliverables, resources, timeline, etc.)
* Managed all assigned engineers, project managers, and other resources. Tasks included onsite and remote network assessment, device discovery, tools configuration, firewall and network device updates, and documentation
* Continually reviewed and updated all processes to ensure success and adhere to recognized best practices, including risk, governance, quality assurance, issue resolution, security, and reporting
* Produced and managed detailed project plans. Managed all interdependencies, escalations, resource constraints, delays, and other issues
* Monitored and managed all project related issues to ensure timely resolution and implementation of the appropriate corrective action. Provided written and verbal updates to team members and senior management
* Ensured all hand-offs to account team and managed services center were seamlessly delivered, on-time, and within scope
* Developed and managed all internal and external procedures, documentation, presentations, and communications used for the onboarding process
* Member of managed services business development and forecast team

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**IT Management, Operations, Support and Project Management** – Pennsylvania 1991–August 2013

Managed IT systems, services, applications, infrastructure, staff, projects, and vendors, for multiple companies across diverse industries. Managed and developed support standards, SLA/OLA performance thresholds, IT policies, procedures, and best practices. Responsible for managing, planning, scheduling, forecasting, and delivery of concurrent projects, services, and support (applications, databases, network, hardware, infrastructure) utilizing, dedicated, matrix, off-shore, and vendor resources. Coordinated work and project plans with senior management and stakeholders to insure corporate alignment.

* Barclays USA: Consultant, Application Project Management
* AmeriGas Propane (UGI): Consultant, Call Center Migration and Cisco VoIP project
* Sykes Enterprises, Inc. (Formerly ICT Group): Manager, Global IT Client Services
* American Financial Realty Trust: Manager, Technical Services
* DataServ: Technical Account Manager
* Advanced Logic Systems: Information Technologies & Services, Manager
* BTG International: Information Technologies Manager
* Johnson Matthey PLC: Technical Services, Manager
* The McClure Group: Manager, Network Services

Education

**Bachelor of Science (BS) in Business & Administration ~ Management Information Systems (MIS) Concentration**

Drexel University – Philadelphia, Pennsylvania