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| **EDUCATION**  **Bachelor’s Degree**  Computer Information Systems  **Drexel University**  Philadelphia, PA  **SKILLS**  Active Directory  Business Analysis  Change Control  Change Management  Computer Hardware  Continuous Improvement  Customer Service  Disaster Recovery  Information Technology  Infrastructure  IT Management  IT Operations  IT Service Management  ITIL  Leadership  Management  Microsoft Exchange  Microsoft Office  Operations Management  OS X  Problem Solving  Process Improvement  Program Management  Project Management  Service Delivery  SharePoint  Software Documentation  Software Installation  System Administration  Technical Support  Troubleshooting  User Experience  Vendor Management  VMware ESX  Windows | **PROFESSIONAL SUMMARY:**  Results-driven, highly motivated IT professional with more than 20 years’ experience at various Fortune 500 companies, including Pfizer. Inc. Motivational leader, excelling in supporting team members to meet or exceed their roles while improving service levels and the overall customer experience. Recognized for driving costs down by doing more with less while increasing efficiencies. Superior relationship management and problem-solving skills in addition to IT expertise and project management skills.  **PROFESSIONAL EXPERIENCE:**  July 2018-Present  **Providge/Steward Health Care Network, Boston, MA & Phoenix, AZ**  Director of Operations, Project Management Office   * Managed team of six PM’s providing services for integration of health plan and accountable services organization (ACO) * Managed all executional aspects of assigned projects including timeline, deliverables, resources and day-to-day project related activities; Ensured project success and timeline while adhering to project budget and ensure resources were coordinated properly * Developed and maintained project tracking reports and actively communicated project status across multiple forums and audiences by maintaining project management tools including project timeline, communication plan, dashboards and internal reports * Developed and managed regular reporting of KPI’s, identifying critical issues and underlying root causes for escalation to executive leadership as necessary * Implemented robust mechanisms to track and report project progress against established key milestones, timeline, and project metrics   January 2014–July 2018  **CompuCom/Pfizer Inc, New York, NY & Parsippany, NJ**  Project Manager   * Managed all activities related to the on boarding of over 20,000 conveyed colleagues as part of two company acquisitions. * Single point of contact for activities related to deployment of over 6000 Windows 8 computers at five sites * Manager of resource teams providing multiple services in support of build, delivery, and support of new systems * Developed and distributed daily and weekly status reports to track progress of all programs and highlight issues * Managed inventory across sites to availability of systems across sites   July 2013 – December 2013  **CompuCom/Zoetis, Florham Park, NJ**  Project Manager   * Designed and documented standard personal computer fulfillment processes for all purchases of in scope assets * Designed asset management dashboards for real-time reporting of personal computers in the environment * Identified systems in need of refresh to allow for a 70% reduction of end of life systems in the US * Developed business targeted communications plans for distribution   October 2012 – May 2013  **Howard Systems, Inc./McCann Torre Lazure, Parsippany, NJ**  Information Technology Manager   * Managed staff of 4 technicians supporting an end-user base of 300 colleagues * Implemented policy, procedure, and tools to allow for remediation from a failed internal audit of IT services and systems. Brought entire environment system patch levels up to 95% compliant, and eliminated vulnerabilities * Aligned entire IT budget for 2012-2013 in accordance with corporate guidelines * Reduced IT “walk-ins” more than 50% through promotion and marketing of help-desk services to the end users * Increased first-call resolution at the help desk more than 15% through training and tools implementation * Reduced incident resolution timing on help-desk tickets at local site more than 50% through technical team cross-training * Built the company’s first ever IT operational dashboard allowing management to view real time operations of incident-ticket tracking, providing visibility into the operation’s “real story”   April 2005 – January 2012  **Pfizer, Inc., Parsippany, NJ**  Operations Manager, Technology Infrastructure   * Directed team responsible for the continuous review and resolution of all incident tickets escalated from deskside support relating to the operating system platform for all PCs * Managed service escalations; achieved a ~20% reduction in timely resolution/close of tickets and the proper escalation to management, vendors, and other technical support groups as appropriate * Worked with IT business partners to identify gaps in support processes and implement continuous improvement opportunities * Served as a “voice for the end user”, helping to shape the service in response to user feedback * Provided oversight for operating system infrastructure production changes across standard images for all platform services * Designed and led regularly scheduled monthly, formal communications between platform teams and all IT business partners to ensure communications and knowledge sharing for the production operation * Designed and implemented standard suite of management reports on all activities related to the overall operating environment * Participated in all service lifecycle management decisions and maintenance of the services portfolio, tracking new initiatives and capabilities to be released into the production environment. Ensured supporting documentation and processes meet internal and external compliance standards   March 2001 – April 2005  **Pfizer, Inc., Morris Plains, NJ**  Client Services Manager, End User Services   * Worked with IT operations to ensure service alignment in support of client requirements and facilitate response to, and resolution of, client-impacting incidents, changes, and events related to delivery of IT services * Conducted ongoing meetings with business IT leaders and IT operations managers to assess performance of IT service delivery, implemented process improvements resulting in improved customer service, increased productivity, and improved quality of value add IT services * Ensured support organizations performed all assigned tasks in a manner that ensures ongoing audit readiness * Managed the contracts for desktop, laptop, and printer hardware and software support delivery to all assigned Pfizer business units. Monitored vendor performance to ensure service level agreements were maintained and any required remediation plans implemented. Monitored customer satisfaction for assigned vendor area * Ensured that application software packages (kits) were configured appropriately for deployment and installation on Pfizer’s standard desktop images * Assisted in the design, development, and maintenance of client systems software used in deploying software updates to Pfizer clients to ensure timely system updates, security patches, and anti-virus updates * Forecasted resource requirements, tracked expenditures against the established budget to meet all targets * Ensured the organization’s goals and objectives were clearly communicated to vendors * Fostered a productive work environment by building teamwork, maintaining open, two-way communication, and recognizing achievements in a timely manner   June 1996 – March 2001  **Pfizer, Inc., New York, NY**  LAN Administrator   * Performed and monitored second-level support of multiple desktop operating systems, network connections, and application issues including remote access * Executed application upgrades to current versions of core operating systems application using in house tools allowing for minimal client impact * Oversaw the migration to 32-bit SMS desktops and Microsoft Outlook, part of the corporate global move to Microsoft Outlook * Performed communication and software testing across WAN to ensure smooth transition to new location as part of large client move to new location |