

Information Technology Management

Dynamic, industry recognized, and proven IT Professional with successful experience driving results in delivering customer services and cross functional IT services. I am a highly effective collaborator and consensus builder producing outstanding achievement in program management, technology creation and support, governance, process, and business development. Acting as the liaison between IT and business stakeholders to formulate goal driven partnerships that realize mutual success is my specialty.

Executive Assets and Key Skills

- Integrating Technology & Business
- Practice & Offerings Development
- Outsourcing Expert
- Results and metrics driven frameworks
- Agile, SAFe, and Hybrid Methodologies
- Contract Planning & Negotiation
- Multi-Million P&L Management
- Business & IT Stakeholder Liaison
- Sales & New Business Development
- Cross-Functional Collaboration
- Complex Global Program Management
- PMO Methodologies & Global Delivery
- Team Management & Development
- Multi-Site Global Team Leadership
- Demand Management & Prioritization

Professional Experience

Virtusa

2016 - Present

Vice President | Application Services Management Head (2017 - Present)

Driving organizational enablement and awareness to a holistic view of customer engagement.

- ✓ **Defining Strategy** for Services Management combining company capabilities in innovation and digital experience.
- ✓ **Collaborating with Executive and Sales Unit Leaders** to devise a working model to create sticky revenue and achieve annuity revenue goals for the company.
- ✓ **Building** team that brings a **customer focus** toward the management of daily customer operations.

Vice President | Practice Head for Strategic Large Programs and Transitions (2016 - 2017)

Responsible for Practice leadership, staff development and Framework creation to build a differentiated and efficient capability that drives significant change and improved service sales and implementation throughout the company.

- ✓ **Senior Delivery Responsibility** for key clients within North America and responsible for Large Transition Management
- ✓ **Leading efforts** to implement **Agile** techniques for large programs and creating new **Framework** for Program Management and Due Diligence.
- ✓ **Integral Pre-Sales** team member creating continuity across multiple functional units for all Strategic Pursuits.

Atos

2014 - 2015

Vice President | Head of Application Management in North America (2014 - 2015)

Responsible for operations, solutions, portfolio strategy and P&L management (~40M) for the Application Management Practice within North America. Manage monthly global business reviews, deal review and approval process, and revenue forecasting as a member of the Systems Integration North American Executive Leadership Team.

- ✓ **Led efforts** to reinvigorate and restructure the Service Delivery Management Team while instituting controls over operational process and global delivery.
- ✓ **Improved the utilization** of Standardized tools for delivery management to 100%.
- ✓ **Increased profitability** from 7% to 22%.

Infosys Limited

2004 - 2014

Associate Vice President – Strategic Global Sourcing (2010 - 2014)

Executive leadership for the Global Transition Management Function while driving annual Total Contract Value (TCV) across the Strategic Global Sourcing (SGS) unit, with \$3.6B in TCV in FY2013 and more than \$9.8B since FY2004. Facilitated the achievement of all sales targets, including acting as a liaison between business and IT leaders to provide expertise to the corporate sales team in governance and managed services. Led and managed a team of 22 direct reports located in three separate global regions.

- ✓ **Under direct leadership, successfully executed \$5.3B+ in contract value for all complex programs.**
- ✓ **Increased Total Contract Value (TCV) from \$150M to \$2.1B** over nine years.

- ✓ **Delivered solutions** to clients across all verticals through high-value sales presentations, walkthroughs and C-level interactions.
- ✓ **Maximized financial performance** while managing an individual P&L of \$250M while supporting a group P&L responsibility of more than \$3.6B.
- ✓ **Drove sales pursuits** to a successful completion, leading senior executives within the Strategic Global Sourcing (SGS) unit with deals averaging five years in duration and more than \$110M in Total Contract Value (TCV).
- ✓ **Improved PMO productivity 30%** by building a first-of-its-kind transition management tool that enhanced program governance efficiency.
- ✓ **Achieved a 100% successful track record** on 38 consecutive programs over nine years with \$5.3B in Total Contract Value (TCV) and zero penalties paid.
- ✓ **Transition Service Tower distribution – Applications (65%), Infrastructure (30%), BPO (5%)**

Director - Head of Transition Management (2007 - 2010)

Executive leadership for due diligence, transition execution and quality, maintaining an integral part of the sales pursuit process by bringing excellence, experience and leadership to client interactions. Led a top performing team of 14 direct reports across a global territory.

- ✓ **Built a team of executives** capable of leading complex program management initiatives for deals ranging from \$50M to \$500M in Total Contract Value (TCV) with a lifespan of three years.
- ✓ **Increased transition efficiency** by implementing a new tool set and process for live interaction with global resources.
- ✓ **P&L responsibility of \$100M**, and group responsibility of \$1.5B while maintaining an executive role in the largest transition in Infosys history.
- ✓ **Created a framework and methodology** that enabled a consistent sales pursuit process throughout the company, supporting 45% YOY growth in FY2007.

Transition Manager (2004 - 2007)

Led the \$250M contract for a large multi-national bank, the largest and most complex transition in company history. Recognized as an expert in project management, laying the foundation for the framework, methodology, stakeholder governance and team structure for the company moving forward.

- ✓ **Managed \$700M+ in Total Contract Value (TCV)** in North America and Europe across the Financial Services, Utilities and Insurance spaces. Apps (70%), Infrastructure (30%)
- ✓ **Drove performance across North America**, including leading five direct reports with an individual P&L responsibility of \$85M and a group responsibility of \$1B.
- ✓ **Defined and drove a consistent approach** to the implementation of complex global programs involving the transition of service delivery within changing environments.
- ✓ **Ensured program execution** achieved all internal and external objectives to create long-term reference generating clients.
- ✓ **Led successful turnarounds** of failing programs through focused assessment and strategic management.

Syntel, Incorporated

1997 - 2004

Engagement Manager

Led 350 employees and manage a \$20M P&L. Delivered successful end results to numerous high-value projects and programs for clients that included AIG, MyTravel Airways, Umbro and Zurich Insurance.

- ✓ Increased margins from 38% to 47% for the \$12M annual AIG contract representing 185 project team members.
- ✓ Established a client-dedicated PMO to solidify efficient quality processes in line with the client's quality and process framework.

Certification & Education

Certified Scrum Master – Scrum Alliance

Certified Scrum Product Owner – Scrum Alliance

Project Management – Prince2 Project Management Methodology (Practitioner & Foundations)

Bachelor of Arts in Mathematics, State University of New York, Brockport (Cum Laude)

Bachelor of Science in Accounting & Economics (Double Major), State University of New York, Oswego (Cum Laude)