

SUMMARY:

A seasoned and respected IT Services Leader with proven ability to effectively manage and motivate people, enhance customer relationships, and provide outstanding customer service. Demonstrated career advancement providing overall program account management including all client communications, compliance and deliverables measured by high customer satisfaction, revenue growth, and contract renewals.

EXPERIENCE:

CompuCom Systems – Service Delivery Program/Account Manager July 1999 to Present

Responsible for account management, relationship management, and overall customer service for the following accounts:

- **Merck Pharmaceutical, Branchburg, NJ – Account Manager March 2016 to Present**
 - Account Manager responsible for a five year staff augmentation services with a contract value of more than \$7M revenue plus additional project revenue of approximately \$1M per year.
- **Dannon Foods, White Plains, NY – Account Manager April 2016 to Present**
 - Account Manager responsible for a three year Service Desk Services with a contract value of more than \$850,000 revenue per year.
- **Dell/NTT Data/AXA Equitable – New York, NY January 2008 to Jan 2013 and Jan 2016 to Present**
 - Manage the Program Management Office and Desktop Services at five campus locations and 300 field service support offices in North America including 12,000 AXA users.
 - Negotiated and renewed a three-year contract through 2013 valued at \$7.5M.
- **Dell/OCONUS (Federal Gov't Support) January 2009 to January 2013 and January 2016 to Present**
 - Global responsibility for the delivery of Information Technology services including Program Management Office and break/fix services in 58 countries for all branches of the US military and federal government facilities.
- **ThyssenKrupp – Global Manufacturer February 2015 to Present**
 - Management of a five year services contract valued at more than \$5M revenue plus additional project revenue of approximately \$.5 M per year.
 - Management of a dedicated team of dedicated Desktop Support Engineers, and Field Services Technicians.
 - Execution of Monthly and Quarterly Business Reviews for the CompuCom and ThyssenKrupp Corporation executive management teams.
 - Services include Program Management Office, Desktop Services, and more than 225 field service support offices in North America comprised of Corporate and Plant Users.
- **USG Corporation – Chicago, IL December 2012 to January 2016**
 - Management of a five year services contract valued at more than \$10M revenue plus additional project revenue of approximately \$1M per year.
 - Management of a dedicated team including an Operations Manager, dedicated Desktop Support Engineers and Field Services Technicians.
 - Execution of Monthly and Quarterly Business Reviews for the CompuCom and USG Corporation executive management teams.
 - Services include Program Management Office, Service Desk, Procurement, Desktop Services, and more than 100 field service support offices In North America comprised of more than 8,000 Corporate and Plant Users.
- **American Express – Global Corporate Locations January 2014 to March 2015**
 - Support responsibility for the delivery of Information Technology “Solution Café” services for more than 10,000 users in NYC and Phoenix.
 - Services include Desktop/Laptop/Software/Network support for all AMEX IT Users.

- **Nestlé Foods USA – Florham Park, NJ** **January 2008 to January 2013**
 - Provide IT service management with six dedicated Desktop Support Analysts at five US locations generating more than \$800,000 in services revenue.
 - Services include Desktop/Laptop/Software/Network support and IT Project work.

- **Patton Boggs, LLP – Washington, DC** **January 2012 to 2013**
 - Provide primary Information Technology support for the Law Firm's more than 600 attorneys and support staff in Washington DC, Virginia and Dallas.
 - Services include Desktop/Laptop/Software/Network support.

- **Social Security Administration (SSA) – Washington, DC** **January 2011 to August 2012**
 - Responsible for providing computer and printer support at every SSA office in the United States. Services include Program Management Office, Desktop Services at 1800 offices in North America comprised of more than 32,000 systems.

- **DSM, Inc. – Parsippany, NJ** **December 2006 to August 2009**
 - Global IT services of \$1.5M annually including PMO, Service Desk, Desktop Services, Network Monitoring and Remote Systems Management Services, and Asset Management.
 - Scope of service included 38 locations in North and Latin America including support for more than 2500 systems.

CompuCom Systems, Dallas, TX – IT Project Manager – Asset Management

- **CompuCom IT Asset Management Services** **July 1999 to March 2005**
 - NYC Department of Education
 - Montgomery College
 - Prince William County
 - Occidental Petroleum
 - Becton Dickinson
 - Simon & Schuster Publishing
 - GlaxoSmithKline
 - Novartis Canada
 - Bayer Canada
 - Unilever/Lipton
 - AIG Corporation

EDUCATION/CERTIFICATIONS/ACTIVITIES:

- **Montclair State University** Bachelor of Science (BS) Degree in Business Administration
- **Project Management Institute** – Project Management Professional (**PMP**) Certification
- **ITIL Foundation Certification (v2 and v3)**
- **George Washington University** - Certificate in Project Management

TRAINING/ACTIVITIES:

- Project Management activities supporting Project Management Certification
- Maintain PMP status by achieving required Professional Development Units
- Leadership/Program Management Training programs
- Core Manager Training