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SUMMARY

Senior-level Information Technology Business Leader with targeted expertise designing, implementing, and supporting global IT business solutions in the pharmaceutical, manufacturing, and retail industries Proven management of IT infrastructure and operations environments managing individuals, teams, and vendors with both technical and operational focus. An innovative, self-starting professional with proven successes across all phases of complex and strategic operational and technology initiatives.

- Complex project management experience
- Enterprise strategic planning
- Infrastructure Management
- Excellent presentation skills

- Business relationship management
- Tactical business acumen
- Business Continuity & DR Planning
- Extensive process improvement knowledge

PROFESSIONAL EXPERIENCE

AWI Consulting / Shire Pharmaceutical, Chesterbrook, PA   **2015-Current**

Program Manager – Working with the IT Leadership and Business Teams to evaluate, plan, and execute the migration of the infrastructure and services of key data centers to new facilities

Providing input and expertise for the following areas:
- Identifying key business drivers on selection for data center strategies
- Determining operational hurdles and inefficiencies with strategic options
- Highlighting business continuity and disaster recovery components
- Overview of financial options
- Identify program success criteria
- Selection of internal or 3rd party resources
- Project planning and tracking
- Oversight of entire program initiatives

AmerisourceBergen, Chesterbrook, PA   **2007-2015**
Fortune 30 distributor of healthcare products and services.

Sr. Director, Data Center & Infrastructure Management   2013 - 2015
Directed and provided supervision for the company's highly available enterprise-wide data centers as well as 250+ connected end-points. Worked closely with other IT and business executives in the organization to plan, direct, and coordinate IT programs and operations on an enterprise level. Partnered with relevant business executives to prioritize needs across the enterprise and participated with other enterprise IT leadership in the development of short and long-term organizational roadmaps.

- Established enterprise infrastructure standards, procedures, best practices, and operational processes, as well as vendor relationships saving $2.5M+ on capital and expense budgets.
- Core member of the Enterprise ITSM Team that was established to evaluate, select, and implement a single-platform ITIL based package for organization-wide use (Service Now).

- Collaborated with the VP, Customer Contact Centers on the consolidation of six call centers throughout the US resulting in $4M in annualized savings.
- Heavily influenced the selection of new facilities management and monitoring systems via introduction of a centralized Data Center Infrastructure Management (DCIM) package (StructureWare).
- Led the design and operational effectiveness program for new data centers as part of a Data Center Consolidation Program.
- Traveled with the EVP, Strategic Sourcing and Workplace Services to identify the technology needed to launch a new business unit and office in Bern, Switzerland.
- Partnered with VP, Corporate Security in the development of the strategic & tactical operational plans for offices and distribution centers in the event of a disaster (executed twice).

Director, End User Technologies & Regional Coordination   2010 - 2013

Supervised the manager's and respective teams responsible for end-user technologies including personal computing, mobility, audio-video, and telecommunications. Acted as corporate IT liaison and partner to an outsourced service provider (IBM) and regional IT teams throughout the US and Canada.

- Oversaw the creation of a BYOD mobility program resulting in $1.4M in annualized savings and provided the groundwork for an enterprise-wide mobility strategy.
- Partnered with IT Finance on an RFP for a Consolidated Computing Platform program that selected a single vendor for computer, thin client, tablet, and peripheral purchases (DELL) resulting in over $10M in expected capital and maintenance savings.
- Championed the Secure & Managed Print Services Program (IKON) that developed a scalable solution to addresses business printing needs at all sites while providing security, increasing productivity, and lowering company overhead by $1M.
- Directed the Telephony Assessment, Remediation, and Roadmap (TARR) program that consolidated disparate phone systems at 30+ locations into a centralized PBX environment that was highly scalable and available resulting in $1.5M savings in annualized maintenance costs.
- Managed the Wireless Assessment, Remediation, and Roadmap (WARR) program that created and implemented a holistic wireless hardware (Motorola), security (Cisco), and management strategy across all US sites.
- Created an international VIP Support Team to address the technology needs of high-profile executives that reduced downtime from 4+ hours to an average time of 20 minutes.
- Partnered with the VP of Generic Pharmaceutical Sourcing to create a laboratory and testing facility in Cork, Ireland utilizing the latest technologies surpassing our competitors.

Infrastructure Project & Planning Manager   2007 - 2010

Managed medium to large-scale complex projects that crossed infrastructure towers and business units, and created, socialized, and implemented infrastructure standards to be adopted on a global basis. Additional responsibility was to provide direction to portfolio managers, IT Tower Leads, and outsourced service provider (IBM) for infrastructure components on enterprise wide projects.

- Core team member that implemented and supported $10M of IT infrastructure for the creation of an innovative 40K sqf. Central-fill pharmacy in southern California (Costco).
- Managed the design, build, and implementation of facilities and IT components for new and re-designed national and international facilities.

- Participated on a cross-organizational CIO Team tasked with identifying, measuring and publishing IT metrics and KPI's used to implement process improvements and update executive leadership on the State of IT.
- Introduced standardized cabling and UPS options across US sites replacing disparate and antiquated technologies.
- Implemented a standard maintenance service offering for UPS and generator system maintenance that saved the organization $1M annually.

Brynhill Industries, Yeadon, PA   **2005-2007**
Manufacturer and distributor of molded foam products

Consultant / Manager of IT & Operations
Upgraded legacy systems and infrastructure, and implemented new IT programs. Additional responsibilities include overseeing the manufacturing, finishing and distribution process of all operations and improve throughput and business processes.

- Performed a thorough business assessment and developed an updated vision and business strategy.
- Aligned the IT systems and business functions with the newly defined strategy and introduction of new hardware and applications to run the business.
- Reduced production down-time and increased throughput by 10% via new applications, schedules and procedures.
- Collaborated with owners to successfully move the business from a leased location to a fully owned location resulting in significant operating and expense savings.

Wawa Inc, Wawa, PA   **1995-2005**
Market leader in the convenience store industry

Sr. Manager IT Architecture
Managed the design, development and support for IT architecture components in 550+ stores, as well as participated on the leadership team that drove strategy for electronic sales and marketing.

- Spearheaded the Fast-to-Service Project which encompassed replacing dial-up services with frame relay connections at 550+ locations resulting in over $1.2M in annualized savings.
- Managed the installation of a Centralized PBX (Avaya) that connected 550+ sites with extension dialing over WAN services and reduced telecommunications expenses $500K on an annualized basis.
- Championed the replacement of dial-up services on Wawa's ATM machines resulting in transactions that were 8 – 10 seconds faster and saving over $25K in transmission fees
- Spearheaded the introduction of Verizon payphone services at 500+ sites that generated over $1M in income.
- Teamed up with the POS & Inventory application development teams to select a single server provider (DELL) for computing technologies at store level resulting in over $10M in expected capital and maintenance savings.
- Participated with the Marketing and Food Service Teams to design, test, and deploy Wawa's Customer Activated Terminal (CAT) food ordering kiosk. This advancement revolutionized the convenience store industry from an ordering and technology perspective.

EDUCATION / TRAINING

Masters, Business & Marketing
St. Joseph's University, Philadelphia, PA   2006

Bachelors, Communications & Business Management
St. Joseph's University, Philadelphia, PA   2002

Gartner Data Center Conference Alumni - 2016
ASM Systems Project Management
Dale Carnegie
ITIL Foundations Certificate