
Vice President of Business Operations / Chief of Staff

Highly strategic and visionary operations management executive with a **high EQ** and a broad repertoire of restructuring skills, a renaissance approach to transformation via process and workflow improvement, and an innate cultural sensitivity.

- ▶ **Growth enabler** who positions organizations on a competitive edge through strategic planning and enablement of evidence-based multiyear roadmaps and governing initiatives by strengthening compliance, elevating customer experiences, and motivating teams to achieve top performances.
- ▶ **Trusted business partner and influencer** over key agendas – scaled Fortune organizations to overtake competitors through conventional and unconventional strategies grounded in analytics and processes.
- ▶ **Kept a steady finger on the pulse of operations** – maintained operational standards through systems, processes, and protocols that saved time, reduced costs, and improved efficiencies and governance.
- ▶ **Improved organizational capability, productivity, and effectiveness** by devising cost-effective processes, advancing technology, optimally utilizing resources, and addressing challenges in specific areas.

Career Experience

Synechron, Minneapolis, MN

Principal (May 2022 to Present)

Chief of Staff and Principal consultant focused on the delivery and implementation of repeatable cadence, rigor, and structure within the consulting practice ensuring the operational aspects of account management, delivery, and operations are structured and repeatable.

- ▶ **Directing focus on performance management**, implemented a process aligning goals and expectations of individuals to the organization.
- ▶ **Created a work management intake and delivery process** aligning resources to key areas of development to certify the best and highest use of resources.
- ▶ **Functional decomposition of the key operating areas** to ensure and implement governance and cadence around account management, delivery, and operations.
- ▶ Consulting assignments
 - **Developed a governance model and repeatable playbook** for an investment bank defining key roles/responsibilities, standards, processes, and governance.
 - **Performed an assessment of agile adoption** for an American multinational investment bank focusing on work management and the journey to agile adoption.

Recycle Track Systems, Minneapolis, MN

Business Operations / Chief of Staff (March 2020 to Dec 2021)

Appointed to a highly visible executive leadership role to deliver operational and process excellence and strengthen compliance to position the organization for growth. Restructured organization to focus on delivery and execution, infusing discipline and rigor in daily process and operations management. Drove repeatability into core business processes.

- ▶ **Enhanced visibility into productivity and performance measurements** by developing a core metrics program, creating core operating metrics/dashboards, and objectives and key results (OKRs) for each functional team.
 - Championed the development of stand-up (operational) processes and procedures with a strong emphasis on reducing risks, strengthening compliance, and improving productivity, efficiency, and governance.
- ▶ **Operated as a catalyst of transformational change**, evaluating legacy systems and processes while introducing new and emerging technologies across areas of fiscal management, management reporting, and analytics.
 - Concept-to-execution leader of the ERP implementation project – projected 25% ROI in 2 years with \$21M+ savings in 5 years from headcount reduction.
- ▶ **Introduced business unit roadmaps, KPIs, and performance metrics**, thus enabling fact-based decision-making.
- ▶ **Established M&A, RFP, and PMO functions**, including risk management process and governance.
- ▶ **Enabled RTS to achieve \$35M in new Series C funding** by contributing towards operations and process due diligence, along with standardizing and streamlining board reports.
 - Helped redefine the materials management space and develop zero-waste programs for a more sustainable future.
- ▶ **As an active cost manager**, optimized spends and budget across the technology and operations team.
- ▶ **Created governance models, policies, and procedures to prioritize projects for on-time, on-budget delivery**, as well as company's strategic priorities process and framework to integrate people, process, and technology objectives and goals, ensuring delivery of top-level company objectives.

IBM Consulting, New York, NY

ASSOCIATE PARTNER (Mar 2014 to Mar 2020)

Assumed a consultative role to help highly regulated organizations become more agile and dynamic. Showcased outstanding ability to turn strategy into practical and implementable plans, reinventing the operating models, processes, and cultures of organizations. Leveraged industry framework and process improvements to drive organizational transformations and turnarounds, thus positioning organizations on a competitive edge. Led cost-saving initiatives across international financial and other sectors.

- ▶ **Bank of America** – improved customer adoption and optimized annual budget and financial forecasts by developing a 5-year end-user compute product roadmap that mapped market drivers to product features/roadmap.
 - Established a saves management office, saving multimillion dollars in current spends.
 - Served as the Chief of Staff to the COO of end-user computing, focusing on driving predictability and repeatability into the operating model with governance and rigor.
- ▶ **Delta Airlines** – attained 10–15% downtime reduction and 25% increase in resource utilization by formalizing an internal problem management process focused on timely incident management and resolution.
 - Authored a user guide/standard operating procedure for the development of an infrastructure capacity plan.
 - Developed a system capacity management program to measure current capacity, integrate with the business, and align on business scale.

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- ▶ **Bank of New York** – played a pivotal role in designing and deploying strategy development of a capability roadmap for the Greenfield Products and Services.
 - Structured a customer consumable capability roadmap with key milestones articulated to ensure delivery, conversion, and migration strategy.
 - ▶ **Bank of Montreal** – conceived, developed, and implemented the capital markets efficiency program. Developed the target operating model, skills gap assessment, and training plan.
 - ▶ **JP Morgan Chase** – evaluated merchant services to drive service management improvement. Through a structured approach, created a responsive questionnaire and compiled and assessed findings across controls, process, and staffing.
 - Performed root cause analysis to identify problems and recommend resolutions.

Bridgewater Associates, Stamford, Connecticut

SENIOR MANAGER - IT OPERATIONS (May 2011 to Jan 2013)

- ▶ **Led delivery of service excellence and proactive IT support** to over 2K users, 300+ custom applications, and 3.5K end-points across 5 corporate campuses while managing a team of 26+ associates.
- ▶ **Credited with formulating and implementing a framework** to mature the IT organization and deployment and support of new trade floor technology, mobile devices, remote access solution, and other technology-driven projects.
- ▶ **Acknowledged for outstanding contributions in defining processes for EUC.** Initiated adequate system of internal control process for smooth operations. Revised and formulated target operating model for help desk and end-user support.

ProBuild (Fidelity Investment), Denver, CO

Director of Support Services / Process Engineer (January 2008 to May 2011)

- ▶ **Standardized up to 600 remote locations (technology) and oversaw the deployment of new ERP system.**
- ▶ **Capitalized on technology capabilities** to consolidate the support services from 5 operating companies to 1 enterprise organization supporting approximately 14K end-users, 2 data centers, and multiple IT closets.
- ▶ **Aligned and streamlined** the support process to support 600 remote locations and 7 headquarter facilities, as well as supervised and motivated a team of more than 60 individuals.

Additional Experience

- Senior Manager Common Technology: Avaya – Westminster, CO
- Director of Operations: Priceline.com – Norwalk, CT
- Service Desk Manager: Philip Morris Management Corp. – Rye Brook, NY
- Help Desk Practice Director: Charles River Consultants – New York, NY
- Manager of Operations: Martha Stewart Living Omnimedia – New York, NY
- Technical Analyst: MTVN – Viacom International – New York, NY

Education

Bachelor of Arts, Social Science, *Hofstra University, Hempstead, NY*

Certifications

- ITIL V3 Certification | IT Technical Project Management | Help Desk Management