

Senior IT Infrastructure Professional

Relationship Management ▪ Engagement Leadership ▪ Governance ▪ Advisory Services

Senior IT infrastructure professional experienced in managing the IT outsourcing lifecycle from the RFI/RFP process and pricing/service agreement negotiations to managing the service provider relationship. Demonstrated success in navigating and negotiating engagements that optimize IT spend through the use of standardization, automation, labor savings and good governance.

Areas of Expertise

- Executive Relationship Development
- Evaluating and Implementing IT Infrastructures
- Team Leadership, Coaching and Mentoring
- Engagement/Program Management
- Infrastructure Outsourcing/Repurposing Staff
- Executive Communication, Presentation
- Service Provider/Vendor Management
- Business Case Development
- Bid/Service Level Negotiation

Sample Accomplishments

- **Executive Relationship Development:** Collaborated with a Dow 30 manufacturing client on a value proposition based on system consolidation. The resulting IT infrastructure management solution enabled consolidated operations resulting in a 15% savings to baseline costs and \$6 M in avoided capital expenditures.
- **Program Management:** Represented HP on a Big Four firm-HP task force that developed a methodology to deliver SAP application design, build, implementation and IT infrastructure operations. This methodology was successfully used in 30+ client engagements.
- **Governance:** Developed a vendor rate card repository to bring together the large volume of labor rate data within an advisory services practice enabling ready benchmarking to obtain the lowest vendor labor rates.
- **Thought Leadership:** Achieved \$14 M in post-acquisition IT cost synergies at a healthcare consulting division by providing thought leadership, standardizing processes, implementing automation and effecting labor savings.
- **Advisory services:** Performed an IT assessment for a consumer products client. Identified additional vendor cost reduction opportunities of up to 10% through volume price breaks and scope consolidation. Recommended a renegotiation approach based on benchmarking and exercising contract breach provisions.

Professional Experience

- **Deloitte Consulting LLP, 2008 – 2009:** Manager, Strategy & Operations
- **Affiliated Computer Services, 2004 – 2007:** Solution Architect
- **Infosys Technologies Limited, March 2004 – October 2004:** Senior Engagement Manager
- **Hewlett-Packard Company, 1996 – 2003:** Managed Services Principal
- **Legent Corporation, 1994 – 1995:** Director of Business Development, Technology and Services Group
- **IBM Corporation:** Systems Operations Consultant, 1992 – 1994; Services Consultant, 1990 – 1991 and Account Manager, 1983 – 1989

Education

- Master of Business Administration, Southern Illinois University
- Bachelor of Architecture, University of Bombay

Certificates

- Negotiations for Senior Executives, Harvard Law School
- Effective Communicating, Decker Communications program
- Project Planning, Analysis and Control at the George Washington University
- ITIL Essentials
- Six Sigma Green Belt Training, Chicago Deming Association-Six Sigma Masters Program, Naperville, IL