



IT Outsourcing Director - Infrastructure Architect and Project Manager

Core Competencies and achievements include:

- **Global Systems and Networking Architect**
- **Directed a staff of up to 150 employees** including multiple Global Network Operations Centers (NOC's), Team Training and Performance Management
- **Technical pre-sales presentation & Support** to support RFP process
- **Service Delivery Model Design & Integration**
- **P&L Management and Cost Controls** across a \$100 Million Organization
- **Built and Consolidated Global Data Centers** for geographically dispersed customers in the US, Europe & South Africa.
- **Implemented ITIL and Project Management** processes to improve quality and predictability.

Dynamic and growth-focused IT Outsourcing Account Manager with consistent accomplishments managing and supporting the acquisition and growth of profitable business relationships. Strategic business development style complimented by solid infrastructure architecture background and focused expertise in offshore outsourcing and critical solutions delivery.

Top producer who has grown revenue by 400% for IT outsourcing firm and negotiated multi-million dollar outsourcing contracts. Confident and articulate communicator with polished and convincing presentation style. Resilient and determined mindset with talent for overcoming obstacles and facilitating favorable results for customers and employer. Seeking challenging opportunity to apply well-rounded business development and technical leadership background to achieve optimal market share growth.

- **Designed and implemented an on-shore/off-shore outsourcing model** to support 24x7 operational and support centers in UK and South Africa.
- **Selected to serve as member of Elite Sales Team** assigned to facilitate large sales opportunities; additionally selected to present to several hundred customers during IBM technical events.
- **Consolidated Several Tier-1 data centers** that including multiple client migrations.
- **Directed and facilitated** a seamless integration between sales and support organizations and optimize service delivery model for large US-based IT solutions outsourcing company with over 10,000 end-users and customers.
- **Served in key executive role overseeing 150 team members and reporting directly to company CEO and board members.** Designed, implemented, and oversaw new 24x7 operational and technical support structure that consolidated four data centers and 125 support staff.
- **Launched new off-shore 24x7 Support Center in South Africa** to provide first line technical support for global customers

Core Competencies and Achievements include:

Project Management / Pre-Sales:

- Project Managed multiple Data Center Migrations
- Managed numerous large scale customer migrations and transitions
- Lead Architect for large Outsourcing Organization
- Pre-Sales support for RFP responses and customer presentations
- Presented at several IBM events
- Attended IBM Sales School
- Contract, SOW & SLA Management

Technical Proficiencies:

- Implemented First IBM AS/400 OptiConnect solution in UK
- IBM iSeries Certified
- Checkpoint / SonicWall Certified
- Data Center Design & Management
- Disaster Recovery / High Availability
- SAS70 / PCI / EU Safeharbor Compliance
- LPAR / VMware / Citrix
- Windows Server & Active Directory
- VOIP

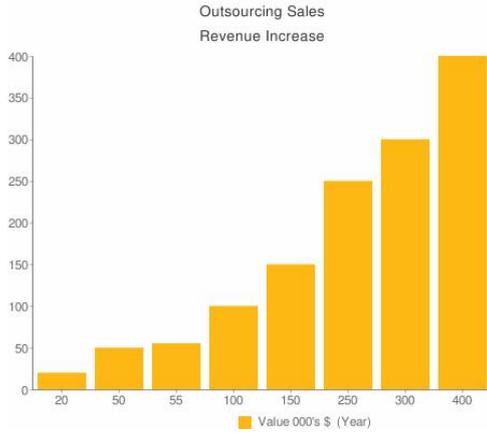
Leadership and Organization Development:

- P&L Management
- Staffing, Employee Development
- Strategic Planning & Analysis
- Customer Service Development
- Sales & Marketing
- Infrastructure Design & Architecture
- Project Management

Hardware / Software:

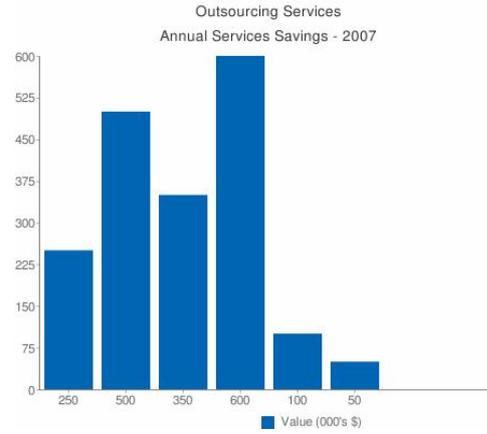
- IBM AS400 / iSeries / System I / iTera / *NoMax
- IBM Mainframe / AIX
- SAN Storage - IBM / EMC / Hitachi
- Firewall / VPN - Cisco, SonicWall, Checkpoint
- Infrastructure Management - Solarwinds, Whatsup Gold, HP Openview
- Service Management - Touchpaper, Helpstar, Remedy
- Project Management / CRM - MS Project, Zoho, Salesforce, ACT, eRoom, Sharepoint, Lotus Notes

Result 1:



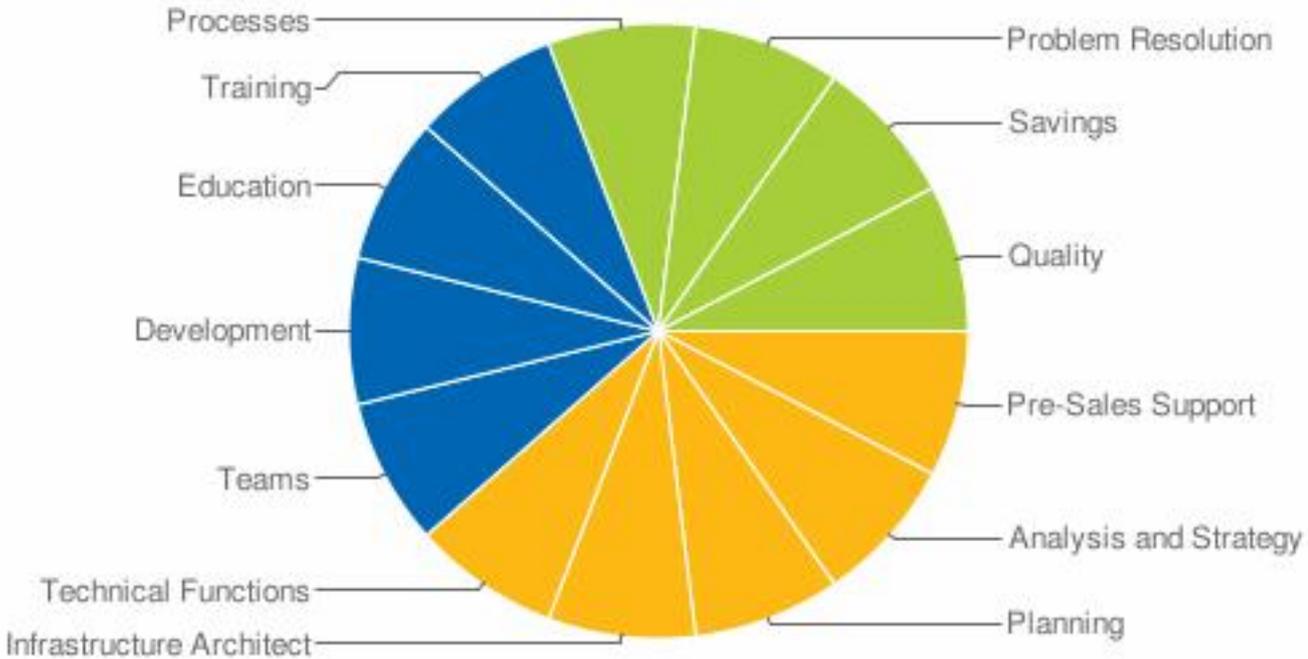
- 20 2000
- 50 2001
- 55 2002
- 100 2003
- 150 2004
- 250 2005
- 300 2006
- 400 2007

Result 2:



- 250 Call Center
- 500 Operations
- 350 Technical Support
- 600 Application Support
- 100 Database Support
- 50 Out of Hours

Proficiencies:



Operations
Leadership
Management

Education

Dudley College of Technology, England(1981 - 1985)

BSEE in Computer Studies

IBM Sales School (1995)

Warbrook, England

IBM Technical Institute (1996, 1997 & 1998)

Brussels, Belgium

Experience:

Blue Hill Data Services / BPO Management Services- Pearl River,NY (2006-Present)

IT Outsourcing & Data Center Services Organization

- Director - Mid Range Services

Digica, Inc- Branchburg, NJ (2001-2006)

IT Outsourcing Organization specializing in AS400, Wintel and Desktop Outsourcing Services

- Director - Mid Range Services

Digica, Ltd - Nottingham, England (1999 - 2001)

Global IT Outsourcing Organization

- Global Operations Director - Europe, North America and South Africa

CSI, Ltd - Nottingham, England (1993-1999)

Largest UK AS400 IBM Business Partner

- Regional Technical Manager

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