

SUMMARY

An outstanding **Operations and General Management** leader with 15+ years in Information Technology, manufacturing and customer service areas. Possesses proven track record in optimizing operational performance and improving processes. A highly organized and effective team leader who delivers productive outcomes within specific deadlines to meet customer satisfaction.

Key competencies include

- Operations Management
- Strategic Planning
- Labor Planning and Staffing
- Scheduling and Execution
- Project Management
- Organizational Leadership
- Capital / Operating Budgets
- Reutilizing Resources
- Restructuring
- Process Development
- Infrastructure Outsourcing
- Mentoring and Coaching

PROFESSIONAL EXPERIENCE**ACCENTURE**, Houston TX**2010 – 2011****Infrastructure Outsourcing Solution Architect**

Provided Information technology outsourcing solutions for external clients.

- Analyzed customer's IT environment to provide a flexible global outsourcing solution to meet clients peak demands at lower cost (10% per Year) and faster response time (Up to 25%) with defined Service Level.

DEGHAN.ORG, Houston, TX**2007 – 2010****Managing Partner / Principal Consultant**

Provided Technology solutions and services to small businesses focused on process improvement and quality service.

- Implemented Service Department and developed Service Level process that resulted in 40% faster response time.
- Streamlined operational processes, which reduced operating costs and led to 100% timely invoicing and greater profitability.
- Implemented organizational strategies that improved efficiency, ensured optimal communication and higher customer satisfaction by 50%.
- Optimized tracking and reporting capabilities that provided 25% efficiency in delivering the services.
- Deployed common operating environment that standardized and lowered maintenance cost by 20%.

SCHLUMBERGER, Houston, TX**1997 – 2007****Program Manager**, Enterprise Security Services

2004 – 2007

Served as Program / Operations Manager managing P&L, forecasting, billing, resource management, and business development for the North America Consulting group, which included: Customer Service, Service Delivery, Logistics, Purchasing and Supply Chain.

- Developed strategy to increase service delivery from \$4M to \$8.5M and decrease operational costs by 25% (changing net from 'negative \$500K to positive \$500K' after taxes).
- Managed the building of global outsourcing that leveraged Information Technology Infrastructure Library (ITIL) based processes resulting in lower cost for clients.
- Directed global IT operations and engineering staff of over 50 geographically disbursed professionals.
- Internally improved product delivery and warehousing processes that centralized inventory and reduced costs by \$100K in the first year, and reducing shipping time by 12% annually.

SCHLUMBERGER (Continued)

- Led a high-performing team of 6 Principal Consultants serving as Program Manager on consulting engagements that encompassed end-to-end ongoing and future IT infrastructure management (\$10M+ / Year).
- Planned, budgeted and forecasted all IT related projects ranging from \$1K to \$15M.

Service Delivery Manager, Schlumberger /**Infrastructure Supervisor**, TOTAL E&P Project

1998 – 2004

Implemented and led IT outsourcing contracts, maintained and managed contracted services including applications, network, data center, desktop and helpdesk. Additional responsibilities included customer and vendor coordination, budget, additional revenue, asset management, purchasing, and contract negotiations.

- Led technical support team, resulting in 40% improvement in the Service Level Agreement over the 4 years.
- Provided budget support to IT Management, which reduced customer's costs by 15% annually and increased Schlumberger's revenue by 25%.
- Increased revenue (10%) and decreased costs (15%) by improving business processes and implementing project management best practices.
- Project managed the office and Rig build-out in the Gulf of Mexico, Alaska, and drill site locations.
- Planned and implemented the migration / consolidation and move of three datacenters and the new office build-out. Completed project within 90-days, meeting financial and technical deadlines.

Service Manager, Schlumberger / Omnes

1997

(An IT Service Provider and Project Management company)

Led a 28 member technical team that supported the LAN, WAN, E-mail / DNS systems and 3,500 desktops for Schlumberger's locations in Sugar Land, Houston, and Channelview, TX (10,000 Nodes). Managed a budget of \$3.6M and was responsible for increasing service and hardware revenues, customer support services, asset management, recruiting, vocation and training, vendor relationships and contract negotiations.

- Achieved and maintained the service level agreement on the response time and support for all accounts.
- Member of the Server Administrative task force that redesigned and implemented a new and more stable infrastructure.
- Moved 1,500 customers to 100BaseT backbone for faster network connectivity without a downtime.
- Negotiated new pricing structure for training which resulted in overall savings of 37.5%.

EDUCATION

- **BSEE**, Majored in Electronics, Roger Williams University, Bristol, RI

CERTIFICATIONS

- IT Service Management Certificate by ITIL (Information Technology Infrastructure Library), By EXIN International

MANAGEMENT TRAINING (Schlumberger)

- Service Delivery
- Customer Service
- Leadership for Organizational Improvement
- Project Management
- Quality & Environments for Managers
- Safety & Health Leadership Workshop