

SUMMARY

Customer Services and Operation Leader with 15+ years of in-depth experience leading client service, operations, and project teams. Managed resources, multiple priorities, timeframes and created strategic partnerships to achieve aggressive goals and is known for driving down costs while increasing quality and efficiency through training and process improvements. Has excellent relationship management skills and problem solving abilities and is an 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

Outsourcing Services Solution Architect

Provided outsourcing solutions for external clients.

- Provided Global Call Centers Outsourcing solution to over \$200 Billion Pharmaceutical company valued at \$8MM for the 6 years of Services with 12% cost saving per year
- Re-establish outsourcing services for a Global Nuclear Energy company saving them in average of \$1mm/year from \$12MM year contract
- Analyzed and provided Service Desk outsourcing Solution for a Global fortune 100 Retail business (Over 71 Regions) to meet clients peak demands of 20,000 calls/week at lower cost (10% per Year) and faster response time (Up to 25%) based on 3 years data provided by the client, with defined Service Level.
- Developed Standard Infrastructure Outsourcing presentation for future Request For Information (RFI)

DEGHAN.ORG, Houston, TX

2007 – 2010

Managing Partner / Principal Consultant

Provided Solutions and Services to small businesses focused on process improvement and quality service.

- Implemented Service Department resulting the growth of business from \$100K / Year to \$1.2MM/Year
- Developed Service Level process that resulted over 42% faster response time from ad-hoc non-standard Project base to Service Level Agreement (SLA) base.
- Streamlined operational processes, by centralizing reporting and billing which led to 100% timely invoicing and greater profitability.
- Implemented User Acceptance Test Checklist that improved customer satisfaction by over 50%.
- Reduced operating costs by ensuring the basic service products needs are available in all service vehicles.
- Optimized inventory 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. Managed 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.

SCHLUMBERGER (Continued)

- 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 based processes resulting in lower cost for clients.
- Directed global Service and Customer 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.
- 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 related projects ranging from \$1K to \$15M.

Service Delivery/ Customers Service Manager, Schlumberger /

TOTAL E&P Project

1998 – 2004

Implemented and led outsourcing contracts, maintained and managed contracted services including 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