

## ACCOMPLISHMENTS

- 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)
- Provided outsourcing solution of \$24,000,000 over 3 years that saved the client 10% annually
- Established Service Department for a project based company that resulted in revenue growth from \$100,000/ year to \$1,200,000/year with on time quality of service
- Enabled the business development team by developing delivery strategy to increase annual sales revenue from \$4,000,000 to \$8,500,000
- Implemented Operation process to decreed operational costs by 25%. (Changing net from negative \$500,000 to Positive \$500,000 after taxes)
- Within a 1-month timeframe, redesigned a process that exponentially increased the company's global ordering and shipping capabilities (i.e., product volumes increased from 500 to 350,000 items), gaining a competitive advantage for the company by enabling us to meet stringent service level agreements within limited timeframes for several key clients.
- Internally improved product delivery and warehousing processes that centralized inventory and reduced costs by \$100,000 -first year, while increasing stock rotation, and reducing shipping time by 12%
- Directed global IT operations and engineering staffs of over 50 geographically disbursed responsible for maintaining the service level agreement for the administrative, financial, trading, operations and geosciences groups. The SLA improved by 40% with reduction in cost 30% over 3 years.
- Managed over 30 O&G related customers for secure connectivity and maintained the Service Level Agreements of 99.999%
- Provided budget support to CIO and CFO's, which reduced costs by 15% annually and increased productivity by 25%.
- Developed the Service Department by launching new processes to improve the quality of services and improved the completion of work by 40%.
- Set up number of Service Desk/Helpdesk and the processes for international companies.
- Program managed the implementation of the office and Rig build-out in the Gulf of Mexico, Alaska, and drill site locations remotely with reduction to travel cost.
- Managed the Application Development for 2500 points critical (Down hole) Data transfer from the Canyon Express (CE) platform every 10 minutes to a secure website for monitoring and analyzing by partners. Several new programs had to be written to properly transfer this data. (Project value \$10 M)

- Reduced daily and monthly Rig developments reporting files for view and use by partners in half (1/2) by automation of data transfer -Several new programs were written for this operation (project value \$5 M)
- Directed transition and transformation of Mainframe Data to SQL base server with MS Access frontend to eliminate Maintenance and Lease of Mainframe (Project saving of \$200K/Year)
- Project managed the migration/consolidation of three datacenters, including all hardware / software, business applications and data after a company merger. Completed project within 90-days, meeting financial and technical deadlines.
- As a non-sales person generated \$3,000,000 revenue by being a trusted advisor to the customer
- Negotiated new pricing structure for training which resulted in overall savings of 37.5%.
- Turned around customer's satisfaction by delivering the Service Level Agreement (SLA) and improving client support through active business involvement with all management staff and minimized duplication of efforts.
- Implemented the major upgrades of the operating system for 150 users in 3 month as I was maintaining the customers SLA
- Designed system and process for the Return Department of manufacturing company, which resulted in over a 50% reduction of returns and speedy turn-around
- Increased by 60%, the manufacturing production of the Diamond Probe by re-engineering the manufacturing process
- Highest sales on the promotional and non-promotional merchandise totaling over \$3,000,000
- Sold \$38,000 on the promotional computer items in one day
- Traveled 16 countries and over 206 cities
- B. S. Electrical Engineering (Majored in Electronics) Roger Williams University, Bristol, RI
- HONORS & AWARDS:
- 2006- Schlumberger WOW awards for managing and delivering failed project on time, under budget
- 1998- Omnes Whatever it takes award for going over and above the line of duty
- 1989- MACY'S BEST for highest sales on the promotional and non-promotional merchandise
- 1987-MACY'S BEST award for outstanding performance, customer service
- MANAGEMENT TRAINING and CERTIFICATIONS:
  - IT Service Management (Certificate) ~
    - Schlumberger Management Development Program ~
      - Service Delivery Management
      - Customer Service
      - Project Management
      - Leadership for Organizational Improvement
      - Unlocking Customer Value
      - People Leadership
      - Side By Side Leadership Management