# Business Solution Consulting & Delivery - Process Management - Vendor Governance - Accommodations - Talent Development

# **Information Systems Professional / Consultant / Project Manager**

A leader and strategic business partner who drives and achieves continuous improvement of service and process efficiency by challenging the status quo. Strong conceptual thinking together with strong business process and technical knowledge consistently meet the interests of the business while ensuring compliance to standards and technology architecture. Results oriented, consistently demonstrates agility and ability to deliver innovative solutions contributing to business success.

**Prudential Financial, Newark, NJ** 4/2007 - 11/2018

## ***Vice President, Managed Services***, 12/2014 – 11/2018

## ***Director, Information Systems***, 4/2007 – 12/2014

## Responsible and accountable for the technology products and services required to enable success for multiple Prudential corporate businesses. Over 11 years of demonstrated success enhancing internal processes and leading a team in the collaboration with business leaders, developing roadmaps/plans and managing vendor relationships in the successful delivery of services and solution implementation.

## Built and led a team in the successful development and implementation of creative strategies to improve relationships with business partners where HR Technology is viewed as a true business partner by demonstrating value added services and support in helping partners achieve their business objectives.

## Led the negotiation of IT services connected to a multi-million dollar, 10-year HR Managed Services contract. Represented HR Technology during the engagement with service provider counterparts to successfully deliver Statement of Work, Service Level Agreement (SLA) and governance oversight program to effectively monitor and manage vendor IT services and relationship.

## Led the multi-million dollar technical implementation of human capital management systems successfully delivering HR administration, payroll, employee & manager self-service, time & labor and ad-hoc reporting capabilities serving over 20,000 employees. Defined, built and managed the HR Technology project team successfully working across multiple Prudential business areas, technology service areas including the primary vendor and contracted resources in the delivery of applications in scope.

## Implemented and managed a successful large managed service IT outsource relationship employing an extensive IT management framework program. Effectively implemented governance process improvements consisting of ISO standard process documentation, dashboards (measuring both objective & subjective performance observations), work in-take, work throughput and service quality. A program leveraging facts & data ensured customer/end user focus and enabled early detection & correction of service issues.

## Developed the strategy, design and the initial implementation of a HR Integrated Data Hub. Eliminated HR data redundancy and created single-source of truth, simplifying integrations and data integrity. Effort involved delivery business case and executive sponsorship.

## Designed & implemented an enterprise procurement & support program to improve the services delivered to employees with disabilities. Process created enterprise awareness and focus to accommodations products and services and improved productively enablement for employees with disability from weeks to days.

## Improved employee experience through implementation of an employee self-service single sign-on. Overcame risk and control concerns and managed a cross functional team to deliver simplified employee access to their data without need to provide credentials beyond device authentication.

* Provided consultative technical and Compensation subject matter expertise contributing to the search, selection and delivery of the cloud based Compensation Management System, Oracle HCM Compensation. The selection process consisting of RFP creation, vendor response evaluation and final solution recommendation and implementation.
* Led the implementation of the first HR employee self service mobile solution. Solution provided Pay Statement retrieval and PTO balances. Delivering this capability required securing privacy, risk, business approval and coordination of resources across a number of technology service organizations.

## **ACS Incorporated, Liberty Corner, NJ**

## ***HRIT Systems Development Manager, Outsource Service Provider,*** 7/2006 – 4/2007

## Manage the HRIT function consisting of 7 onshore and offshore programmer analysts providing operations and application development support for human resources, payroll and benefits information systems. Managed production, multiple test and development database environments for each technology. Successfully managed client expectations and ensured their needs are met by demonstrating project management skills. Demonstrated the ability to manage multiple application projects at the same time toward successful completion including key processes such as Benefits Annual Enrollment and Annual Compensation processes. Leadership and mentoring ability proved valuable in rejuvenating the team’s sense of worth and value to the organization.

## **RCN Corporation, Princeton, NJ**

## ***Senior Manager Applications Development,*** 4/2002 - 4/2006

Directs a team of business analysts and technical systems analysts in the development and support of various mission critical business systems. Assist business units in analyzing needs for new technology solutions, including helping to analyze processes, and providing recommendations for process improvement, building business cases with requirements and specifications, and providing overall project direction for communication, implementation and training. Proven success in leveraging existing technology investments to deliver on process improvement objectives, such as the design and implementation of employee and manager self service functions.

## **Ernst & Young LLP, Lyndhurst, NJ**

## ***Associate Director of Enterprise Applications Systems***

Directed an organization of 25 project managers and systems analysts responsible for providing consulting and enterprise business solutions to Ernst & Young’s business units. Responsible for the development and support of over 20 web/intranet and client server application systems (PeopleSoft HCM & custom developed solutions). Represented technology in the selection and implementation of the original PeopleSoft implementation at E&Y. Managed the design, development and implementation of proprietary performance management systems and Corporate List Management System.

## **Unisys Corporation, Berkeley Heights, NJ**

## ***Regional Professional Services Manager***

Effectively took part in client and prospect pre-sale visits with marketing and played a significant role in securing approximately $1MM of professional services contracts in 4 years. In an account management role, managed team of consultants in delivering services to customers. Responsible for delivering consulting services, advising/proposing solution recommendations, project estimates, client proposals and the development of application solutions to Unisys clients within the distribution, retail and manufacturing industries.

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# **EDUCATION**

Major: Bachelor of Arts, Business Administration, William Paterson University, Wayne, NJ

# **TECHNOLOGIES**

HCM, PeopleSoft, Cognos, BusinessObjects, Web Services/API, Reporting & Analytics, Agile Methodology

Tools: ASP, Java, VisualStudio.Net, Data Bases: Oracle, SQL-Server

# **COMPETENCIES**

Application Architect, Application SDLC Management, Software-as-a-Service, Data Flow Diagramming, Data Modeling, Vendor Governance, Organizational Management, Project Management