

SENIOR LEADER – BUSINESS OPERATIONS

VALUE CREATOR | COLLABORATIVE COMMUNICATOR | PEOPLE-CENTERED LEADER

HIGH-IMPACT BUSINESS OPERATIONS LEADER with strong track record of building high-performing teams, delivering forward-thinking strategies and solutions, and driving transformational change for complex global organizations. Recognized for enhancing operational efficiencies and generating multimillion-dollar cost savings. Highly skilled at confronting and resolving complicated business issues in fast-paced, high-pressure environments.

CAREER HIGHLIGHTS

LEADERSHIP & COMMUNICATION

- ◆ Developed business metrics and operations function from ground up.
- ◆ Built and led global teams that consistently exceeded performance targets.
- ◆ Strengthened cross-functional partnerships and fostered robust relationships with executives and decision makers.

STRATEGIC INITIATIVES

- ◆ Led large-scale implementations of global unified communications solution and cloud-based software platform for IT service management.

COST REDUCTION

- ◆ Reduced contractor expenses 50% (\$15M annually).
- ◆ Realized \$12M reduction in business travel expenses within 8 months.
- ◆ Cut R&D spend 15% (\$8M) in 1 year.

PROCESS IMPROVEMENT

- ◆ Drove creation of automated workflow system for high-volume IT requests.
- ◆ Implemented cloud-based technology business management software.

PROFESSIONAL EXPERIENCE

WHERE TECHNOLOGIES (formerly division of Nokia), Boston, MA

2012–Present

Pioneer end-to-end location data and technology platform with 10K employees globally across 50+ countries.

HEAD OF BUSINESS OPERATIONS (2017–Present)

Promoted to serve as strategic business partner to CIO and build strong and sustainable business operations across global IT organization with 500+ employees. Challenged with transforming IT organization from technology-focused cost center into valued resource across enterprise and reliable enabler of revenue growth. \$190M budget | 8 direct reports.

- Led selection and implementation of global unified communications solution involving 10K employees. Developed and executed comprehensive change management and communication strategy facilitating rapid adoption of new technology. Realized \$12M reduction in business travel expenses within 8 months.
- Spearheaded implementation of cloud-based software platform for IT service management (ServiceNow), enabling IT to deliver exceptional services that improve employee experiences and business outcomes. Leveraged offshore IT service desk for 24/7 Tier 1 customer support, freeing up skilled IT staff for more value-added initiatives.
- Drove creation of automated workflow system for high-volume IT requests, significantly streamlining and improving efficiency of IT operations. Reduced ticket backlog 90% and ticket resolution time 60% in 4 months.
- Established IT organization as world-class business partner and resource for enterprise-wide initiatives. Effectively collected and responded to employee feedback, resulting in 10% YOY increase in customer satisfaction score.
- Created and launched Voice of Employee Program enabling internal employees to share suggestions, opinions, concerns, and ideas related to global IT services and initiatives.

WHERE Technologies, continued

DIRECTOR OF BUSINESS METRICS & OPERATIONS | CHIEF OF STAFF TO CIO (2015–2017)

Promoted to lead and grow high-performing, cross-functional team providing wide array of services to global IT organization, including strategic program management, budgeting, communications, change management, customer reporting, and cost transparency. Challenged with driving customer-centric IT organization that partners with clients and stakeholders to deliver innovative solutions to complex business issues. \$200M budget | 10 direct/20 indirect reports.

- Developed business metrics and operations function from ground up, implementing cloud-based technology business management software that optimized IT budgeting, forecasting, and financial analyses.
- Drove implementation of new IT service delivery model that streamlined and boosted operational efficiency. Effectively guided workforce through change management process, establishing KPIs to ensure project success.
- Partnered with global service desk to create and launch IT self-service portal enabling end users to resolve 90% of IT issues on their own and IT workforce to focus on more complex technical issues.
- Designed and developed business relationship manager role within IT organization, strengthening internal relationships with business leaders to better understand and support organizational needs and business goals.

CHIEF OF STAFF TO CIO (2012–2015)

Supported CIO by providing strategic counsel on governance issues and program/project management, cultivating cross-organizational stakeholder relationships, budgeting and reporting, and setting and monitoring KPIs to drive performance. Created and managed global IT communications and marketing strategies and executive-level materials and messaging. Challenged with rebuilding entire IT structure and services following Nokia divestiture. \$270M budget | 5 direct reports.

- Traveled abroad extensively to reestablish global IT organization during divestiture. Provided critical communications and support to technology leaders on complex global service transitions, rebuilding IT organization in <6 months.
- Increased Net Promoter Score 13% in 6 months by creating and executing comprehensive communications strategy that enhanced IT organization's relationships across global enterprise.
- Partnered with HR to design and launch recruiting initiative that improved diversity and quality of applicant pool. Established programs and performance metrics for crucial talent management processes and systems.

NOKIA (NYSE: NOK), Boston, MA

2007–2012

BUSINESS OPERATIONS MANAGER | CHIEF OF STAFF TO SVP – SERVICE PLATFORMS (2010–2012)

Hand-picked to support SVP during period of rapid growth and quickly evolving organizational landscape. Challenged with identifying and reducing business expenses and implementing tighter cost control. \$220M budget | 3 direct reports.

- Reduced personnel expenses 50% (\$15M annually) by building SVP approval into hiring process, converting high-performing contractors to full-time employees, and reducing contract duplication.

BUSINESS CONTROLLER – SERVICE PLATFORMS (2007–2010)

Recruited to provide financial oversight, budgeting, and reporting for newly established, globally dispersed R&D organization with significant outside contractor spend. Quickly recognized by leaders as top performer. \$100M budget.

- Reduced R&D spend 15% (\$8M) in 1 year by setting operational cadence and process for budgeting and reporting.

PRIOR EXPERIENCE

Financial Analyst V at Fidelity Investments (2 year) ♦ *Client Finance Manager* at Digitas North America (4 years)
Senior Financial Analyst at Monitor Group (4 years) ♦ *Customer Service Analyst* at Thinkcom Systems (3 years)
United States Marine Corps – Lance Corporal, Honorable Discharge

EDUCATION & COMMUNITY INVOLVEMENT

Master of Business Administration, Marketing Concentration – Boston University
Bachelor of Science, Dual Majors in Economics & Social Science – University of Dayton
Corporate Partner – Year Up (non-profit organization closing opportunity divide)