
SUMMARY OF QUALIFICATIONS

Digital Transformation & Strategy Design
Vendor Relations/Third Party Management

Platform Deployment/Implementation
Project Budget and Resource Management

POS/OMS Integrations
Agile Methodology (SDLC)

PROFESSIONAL EXPERIENCE

Accenture, Inc.**Managing Director-SFBG, NY/NJ/CT****3/2021-Present**

Head of global digital planning and execution, responsible for crafting both long-term and short-term vision for 'Diamond' clients. Drive our annual strategic planning across both US and EMEAS technical design and implementation teams, ensuring close partnership with Salesforce, SAP, IBM and other key industry leaders within our vendor eco-system. Lead executive over brand management with key accounts and usually leveraged internally as a SME within the digital transformation landscape. Help shape the culture for the group by supporting employee experience and DEI (Diversity, Equity and Inclusion) initiatives that target development areas across the organization.

Executive Security Consultant**ARCG, Washington DC****8/2020-Present**

Responsible for managing both onshore and offshore cyber security analyst for US government agencies. Architect solutions to secure business-to-business initiatives, third-party relationships, outsourced solutions, and vendors. Provide expert guidance for addressing current security issues and proactively deliver optimal secure solutions for to provide and government clients. Extensive knowledge of security controls and technologies, such as Security Information and Event Management (SIEM) systems, intrusion detection/prevention systems (IDS/IPS), public key infrastructure (PKI), identity and access management (IDAM) systems, SecureDevOps, endpoint detection and response (EDR), threat intelligence platforms, security automation and orchestration, deception technologies and application controls.

VP, Digital Engineering and Delivery**ARGC Solutions, New York, NY****1/2019-3/2021**

Responsible for oversight of professional services portfolio, technology stack, strategic partnerships, training/certification strategy and project delivery. Lead technical delivery and engineering teams, oversee overall architectural solutions, and ensure alignment with defined goals per Adobe client base. Partner with business leaders to develop strategic roadmaps, gain alignment of technology and business plans, and oversee program execution. Develop a highly functional, technically advanced digital technology team, that plans, builds and maintains CMS and eComm applications efficiently and in accordance with implementation best practices. Key escalation point per all delivery and engineering initiatives. Identify emerging technology, capabilities, and partnerships that support scale, optimization, experimentation, branding, and market positioning. Overseeing the adoption of PMO standards and the tech-tool suite per program management, process workflows, technical support and ticketing. Create, audit and execute all contracts and SOW with client and vendors. Defined the reporting of KPIs related to concurrent implementations across varied teams, including but not limited to LOE accuracy, development velocity and development defects ratio.

Sr Program Director, North America/LATAM/Canada**Salesforce, Inc, New York, NY****8/2016-1/2019**

Responsible for providing project oversight/direction as well as technical implementation guidance across ecommerce-related projects; working directly with customers and implementation partners per SFCC/Demandware solutions. Integral in driving project excellence & profit ability on client engagements per the Site Genesis/SFRA platform, 3rd party plug-ins, POS systems (Cybersource Braintree and Worldpay). Tasks with leading the efforts around project delivery methodology, reporting, and developing project plans & creating documentation for executive leadership meetings both internally and externally. Overseeing the principal KPI's of utilization, billings, project quality, project performance & methodology evolution. Well versed in integrating several WCM platforms to include: AEM/Adobe CQ5, Sitecore and Coremedia. Served as the primary interface to communicate external stakeholders for all Salesforce managed services solutions, providing monthly and quarterly activity reports for site maintenance. Oversee the contracting process including negotiation, SOW review and execution. Clients include: Gap EU, Party City, FullBeautyBrands, Tom Ford Beauty and Hershey's.

eCommerce Program Lead, Toys R Us, Wayne NJ / Mondo Consulting**5/2015-7/2016**

Senior e-commerce lead responsible for overseeing an enterprise-wide ATG v11 /Endeca ecommerce platform implementation in North America and Canada. As the primary delivery interface with executive leadership throughout the various business units, the key driver of capacity planning and resource allocations for the T2 Implementation Initiative. Responsible for working in both an *Agile* and *Waterfall* methodology and driving vendor selection for an enterprise-wide PPM tool (Jira and Confluence) as that the IT organization is transitioning to an *Agile* shop. Developed and set direction for process improvement plans in Procurement/Vendor Management SOP, creating and approving vendor SOW during procurement process. Defined performance matrix for vendor assessment and evaluation working in concert with the Procurement business unit.

eCommerce Program Lead, DSW, Columbus, OH / Mondo Consulting**11/2014-5/2015**

Senior business lead for the ATG v11 upgrade/Endeca ecommerce platform integration for the e-commerce re-platform at DSW. Tasked with overseeing project delivery team include front end developers, offshore support team (TCS), 3rd party contractors and client resources. Tasked with working with AEM implementation vendor overseeing the CMS migration for Drupal to AEM 5.6 and integration of Authorize.net. Worked with DSW PMO as the project lead in the creation and execution of portfolio plan, cutover planning, project operationalization and documentation.

Digital Portfolio Manager, COMPUTER ASSOCIATES INC, Islandia, NY / Mondo Consulting**1/2014-12/2014**

Responsible for working with diverse business stakeholders across CA, mapping out business processes, constructing business cases for executive review and approval and overseeing program-level activities within the Digital Commerce Strategy division. Managed capacity and resource planning for FY16 & FY17, overseeing a \$12M budgetary allocation in consecutive budget cycles. Worked with executive leader council (ELC) on ca.com 'best in class' site redesign initiative and LMS External Replacement per IT division. Key driver of overall implementation strategy and cutover planning for cloud computing within workload automation service team; responsible for crafting UX release schedule working with business stakeholders across the enterprise. Primary contact for organization change management (OCM) for the 'Marketplace @ CA' launch, Education Marketplace and LMS Replacement.

Portfolio Consultant, PMO**1/2012-12/2013****RALPH LAUREN, New York, NY**

Tasked with implementing portfolio and program management process across the RLD (Ralph Lauren Digital) footprint with primary focus within the e-Commerce and multimedia division. Worked in tandem with e-Commerce partners GIS (E-bay) and IBM WebSphere, supporting both North America and EMEA. Integrated with AtTask, expanding reporting capabilities to include resource planning and capacity planning throughout the Global PMO, as well as effective project/program delivery, project prioritization and pipeline management. Primary trainer, facilitator and administrator for the PMO tool, AtTask and MS Project Server 2013. Routinely tasked with the creation of ad hoc reports for the executive leadership team as well as weekly and monthly project status reports for the RLD. Monitor the delivery of business objectives and client experience for PMO services. Defines all processes related to project management, project prioritization and change.

Sr. Director / eCommerce Lead Strategist**11/2004-12/2011****TresBien Consulting, INC., Atlanta, GA**

Duties include developing working in concert with Executive Leadership in creating roadmap strategies for driving online sales growth, optimizing conversion rate, and increasing site traffic within specific product lines. Identify, measure, and monitor KPIs, providing continual recommendations impacting site taxonomy, content development and marketing campaigns. Utilized data insights to inform the development of A/B and multivariate tests (including developing hypothesis, influencing creative, identifying success metrics and deliver ing customer analytics) that drive improvement of key web site and customer metrics. Worked with large, geographically dispersed team to include vendors RGA, Publicis, First Born, Impact and Coremetrics. Ensure integrity of delivery team per the following platforms: ATGv6, IBM WebSphere Commerce.

Verizon: (4/2011 – 1/2012)

State Farm: (4/2008 – 4/2011)

Chico Fas: (1/2007 – 3/2011)

Home Depot/Atlanta Housing Authority: (11/2004 – 12/2006)

VP, System Integration and Outsourcing**10/2001-11/2004****AVAYA COMMUNICATIONS, INC., Atlanta, GA**

Held senior sales role, accountable for developing consultative sales initiatives that included the Eastern Region-US. Created marketing strategies to expand telecommunication services within the telco space for this US leader of telecommunication/IT hardware, custom software applications and call center outsourcing services. Responsible for divisional sales forecast, providing a roadmap to ensure quota attainment; working in cohort with onshore/offshore resources to provide application, call center services and CRM technical support for end-users, maximizing top-line revenue growth. Interfaced with technical team as project sponsor and integration lead. Key participant in business process mapping and analysis between external stakeholders and business units.

Director of Strategic Planning and Acquisitions**6/1998-9/2001****JP MORGAN CHASE, New York, NY**

Managed a mortgage post-sales division, 19 pricing managers and 61 market analysts within the Southeast region. Directed account managers and loan officers on submitting and structuring loan packages prior to underwriting; pooling loans to be sold on the secondary market. Prepare and present customized quarterly reports, based on market analysis and research, identifying demographic trends and economic growth as it relates to the credit markets and institutional lending. Oversaw business process realignment of IT support teams, underwriting guidelines and systems integration approvals for regional banking center acquisitions. Restructured the cost allocation process and implemented effective financial reporting software to reduced portfolio delinquency from 53% to 18%. Achieved senior underwriting authority for commercial and residential purchases, up \$5M per review. Managed each the US (four sales regions), each exceeding stretch targets in FY 2000 & 2001, minimum 110%+ achievement for each region.

Regional Manager, New Products & Services**4/1996-5/1998****BANK OF AMERICA, Ft Lauderdale, FL**

Responsible for a new business unit established to introduce and launch new products and services and strategically spin them off as self- operating business units. Primary areas of responsibility include Products Solutions Group, Investment Management Seminars, Mid-Market Business Strategies and Professional Partnership Programs. Supervise a sales team of 27 in four geographic markets: Reengineered employee orientation/training, streamlining processes and significantly reducing learning curve. Analyze client financial and operating strategies, optimizing financial expenditures, recapturing market share. Measured market responsiveness and forecasted market trends while facilitating product cross-sales. Regional liaison for retail sales and e-commerce division, created quarterly marketing and promotional directives. Increased regional deposits by 18.2%, generating \$9 Million in new accounts with private client portfolio.

EDUCATION & CREDENTIALS

NOVA SOUTHEASTERN UNIVERSITY, Wayne Huizenga School of Business Master in Business Administration, Organizational Behavior, Aug 2001. – Cum Laude

UNIVERSITY OF CENTRAL FLORIDA

Bachelors of Arts, Criminal Justice/Finance, Aug 1996 – Honors

HARVARD BUSINESS SCHOOL, EXECUTIVE EDUCATION

- Advanced Leadership Principles, Aug 2002
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IBM GLOBAL SERVICES

- Project Management Professional (PMP), Certified through IBM, Oct. 2002
- Executive Development Program (C-Level Consultative Sells)

MOTOROLA UNIVERSITY

- Six Sigma-Green Belt, Certified through Motorola University, April 2003

PHILANTHOPIC ASSIGNMENTS**Greater New York YMCA, New York**

Senior Board Member / Commissioner for the Youth Basketball League (YBL, formerly the Junior NY Knicks)

June 2018 to Present**Gods Love We Deliver, New York, NY**

Leadership Council Board Member

Sept 2016 to Present**Unity Prep Charter Schools**

Board Member/Advisory

Sept 2019 to Present