

Vanhdy Stoken

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US Citizen

Summary Of Qualifications

Senior operations and strategy executive with 20+ years of experience leading global enterprise delivery, operational transformation, and large-scale business programs across Fortune 500, fintech, and healthcare organizations. Proven success as both an operator and trusted advisor/strategy consultant, partnering with C-suites and Boards to design and execute multi-year AI, cloud, and SaaS-enabled growth and efficiency strategies. Track record of embedding AI/ML, Lean/Six Sigma, automation, and compliance governance to optimize supply chains, scale shared services, and deliver measurable business impact, achieving 25% TCO reductions, 40% faster process cycles, and \$25M+ in enterprise transformation savings. Expert at modernizing ERP and cloud ecosystems (SAP/Oracle/Workday, AWS/Azure/GCP), integrating AI-driven analytics and intelligent automation to enhance operational efficiency, customer experience, and sustainable growth. Recognized for fostering high-performing, cross-functional teams and delivering results without compromising accuracy or workforce engagement.

Core Competencies

- ❖ **Enterprise Application & ERP Technology Leadership** – Business Technology Optimization, Enterprise Applications, Digital Payments, Supply Chain & WMS, ERP Modernization, SAP S/4HANA, SAP Fieldglass, Oracle HCM/Payroll, NetSuite, PeopleSoft, Microsoft Dynamics 365, Workday, ServiceNow, Salesforce (CRM, CPQ), ERP (SAP, Oracle), CRM, Middleware, APIs, Cloud Platforms (AWS, Azure, GCP)
- ❖ **Led enterprise Infrastructure Systems Integration initiatives**, embedding audit, risk, and governance frameworks to strengthen controls, ensure compliance, and drive sustainable business transformation.
- ❖ **SaaS Strategy & Enterprise Operations** - Directed enterprise-wide SaaS transformations, OpenText PPM SaaS platform and GRC Integration, aligning portfolio governance and demand management processes, integrating Workday HCM, Salesforce Implementation, Oracle ERP, and NCR POS into global operations, improving scalability, compliance, and operational efficiency across North America, EMEA, and APAC. Drove SaaS payment innovation (WorldPay, RePay, API-driven billing), enabling 40% faster product launches, improved reconciliation, and new revenue models.
- ❖ **AI and ML strategic leader - Driving enterprise adoption of advanced analytics, automation, and scalable machine learning solutions.** Directed cross-functional teams to integrate platforms including IBM Watson Studio, AI-CoPilot, ChatGPT/OpenAI, Azure AI & ML, AWS AI/ML, Google Cloud AI, TensorFlow, Amazon Comprehend, and Colab into business processes.
- ❖ **Cloud & Infrastructure** – AWS, Azure, GCP; Cloud-Native Architectures, DevSecOps Pipelines, Infrastructure Modernization, AI/ML Integration (OpenAI, Watson, Azure AI, TensorFlow)
- ❖ **Global Scaled Compliance Operations (GSCO) Leadership:** Directed global compliance operations across multiple regions, aligning regulatory frameworks (GDPR, SOX, GLBA) with enterprise risk management strategies. Championed automation and AI-driven compliance tools, reducing manual effort and strengthening audit readiness.
- ❖ **Governance, Risk & Compliance – Enterprise GRC Platforms**, Regulatory Compliance (GDPR, SOX, GLBA), Identity & Access Management, Enterprise Content Management (SharePoint, Box, Purview)
- ❖ **Retail & POS Systems - NCR POS, S5 Architecture, Payment Processing, Omnichannel Retail, Order Management, Merchandising, E-Commerce, Inventory Management**
- ❖ **Business Intelligence & Analytics** – Snowflake, SQL, Tableau, Power BI, BIRT; Predictive Analytics, Data Governance, AI/ML Deployment, Advanced Reporting & Visualization
- ❖ **Executive Program Management** – Global Transformation Initiatives, IAM Cybersecurity Identity & Access Management, Vendor Management, Financial Oversight, Budget Reconciliation, Agile/Waterfall/Hybrid Delivery Models
- ❖ **Leadership & Delivery** - Technical Consulting, Program & Project Management, Stakeholder Engagement, Governance & Compliance
- ❖ **Collaboration & Leadership** – Cross-Functional Leadership, PMO Management, Executive Stakeholder Engagement, Tools: MS Project, Jira, Confluence, Smartsheet, Teams, Slack, Zoom

Achievements

- ❖ **Enterprise Transformation** – Directed multi-year ERP and cloud modernization roadmap, consolidating legacy platforms into cloud-native solutions, reducing total cost of ownership by 25%.
- ❖ **Financial Leadership** – Managed multimillion-dollar program budgets, reconciled vendor invoices, and achieved 3% under-budget delivery across global implementations.
- ❖ **Global Cloud Migration** – Led \$25M migration of Fortune 500 platforms to AWS/Azure, building automated DevSecOps pipelines that accelerated releases by 40% while ensuring compliance.
- ❖ **NCR POS Modernization** – Led integration of NCR POS systems with ERP, CRM, and payment platforms (FIS, Fiserv), reducing transaction latency by 30% and enhancing reliability across multi-site retail operations.
- ❖ **Retail Systems Architecture** – Designed and delivered S5-based architecture unifying POS, e-commerce, merchandising, and inventory systems, improving real-time visibility and supply chain efficiency.
- ❖ **Payment Transformation** – Streamlined retail payment processing by integrating POS with digital wallets and core banking, ensuring PCI compliance and improving customer experience.
- ❖ **Cloud-Native Retail Enablement** – Migrated POS and retail applications to cloud-native platforms (AWS, Azure), adopting microservices and API-driven models for scalability and agility.
- ❖ **Supply Chain Transformation** – Led Manhattan Associates WMS rollout for a Fortune 500 retailer, improving inventory accuracy by 20% and reducing order cycle time.
- ❖ **ERP Modernization** – Executed ERP/cloud roadmap (SAP → Azure AI + ServiceNow), replacing legacy systems with cloud-native solutions; delivered under budget and ahead of schedule.
- ❖ **Regulatory & Risk Leadership** – Delivered enterprise-wide GRC platform automating risk assessments, regulatory controls (GDPR, SOX, GLBA), and audit readiness, cutting compliance effort by 30%.

- ❖ **Payments Modernization** – Deployed enterprise-grade digital payment solutions (ACH, wire, Stripe, KYC), enhancing customer experience and improving payment efficiency by **20%**.
- ❖ **Data Strategy & Analytics** – Built Snowflake pipelines and executive dashboards (Power BI, Tableau) that improved reporting speed by **30%** and enabled real-time decision-making.
- ❖ **Operational Excellence** – Managed global PMO functions, tracking multimillion-dollar budgets, reconciling vendor invoices, and achieving on-time delivery with **3% under-budget execution**.
- ❖ **Cross-Functional Leadership** – Directed global teams across IT, Finance, Risk, Security, and external vendors throughout the full lifecycle from strategic planning and design to deployment and support.
- ❖ **Innovation & Emerging Tech** – Championed enterprise AI/ML adoption, integrating Azure AI and OpenAI into ERP and HR platforms to drive predictive insights and workforce automation.

Professional Experience

Bank of America, Global Technology (Fintech), Atlanta, GA Jan 2024 to Present
 Global Technology Product & Program Leader | Cybersecurity Identity & Access, IT Operations & Vendor Management Contract
 Responsibilities

- ❖ **APSE – Application Solutions Architect and Engineering:** Lead architecture and engineering strategies across enterprise applications, driving scalable, secure, and compliant solutions aligned with business objectives.
- ❖ **Spearheaded enterprise-wide AI + SaaS transformation**, modernizing digital banking, payments, fraud, and wealth platforms through AI-driven solutions and SaaS migration strategies, driving faster scaling and enhanced customer experience.
- ❖ Owned strategic governance and platform leadership of the **OpenText Project & Portfolio Management (PPM)** SaaS platform, ensuring enterprise-wide alignment of project delivery, demand management, and resource planning with corporate objectives.
- ❖ Led cloud migration and optimization initiatives, driving adoption of **OpenText Cloud Editions (CE) and improving system scalability, security, and compliance**.
- ❖ **Directed global teams across APSE (Application Solutions Architect & Engineering), EET (Enterprise Engineering Technology), and DMT (Data Management Technology)** to deliver enterprise-scale architecture, secure data integration, and transformation roadmaps.
- ❖ **Led AI adoption programs** (fraud/KYC analytics, conversational AI, AI-powered credit decisioning) that delivered 35% stronger fraud mitigation, faster risk detection, and measurable customer service improvements.
- ❖ **Migrated legacy applications to hybrid SaaS platforms** (FIS, Fiserv, Salesforce, NCR POS) with seamless integration across core banking, treasury, and compliance operations, improving resilience and scalability.
- ❖ **Built and governed enterprise-wide vulnerability management programs**, coordinating with GIS, CTI, and security teams to strengthen detection, patching, and remediation—reducing critical risk exposure across cloud and SaaS platforms.
- ❖ **Strengthened cybersecurity and compliance posture**, embedding AI-enabled monitoring and PCI/GDPR/SOC2/ISO governance frameworks into enterprise delivery.
- ❖ **Optimized SaaS/vendor ecosystem**, managing multimillion-dollar portfolios through vendor lifecycle management, RFPs, and strategic negotiations to reduce third-party risk and maximize enterprise value.
- ❖ **Delivered \$150M+ cost savings** by decommissioning underutilized legacy technologies and introducing AI-driven automation that reduced manual workload by 40% across operations.
- ❖ **Partnered with C-suite leaders and cross-functional teams** to align architecture strategies with enterprise goals, ensuring scalable, secure, and compliant delivery across global operations.
- ❖ **Executed legacy system sunseting** across multiple business units, **delivering \$150M+ in cost savings** by decommissioning underutilized technologies.
- ❖ Designed and implemented **enterprise data security strategies**, GDPR compliance, and access management protocols.
- ❖ Partnered with **major vendors (Microsoft, Oracle, SAP)** to manage vulnerability updates, application security, and timely patching.
- ❖ Aligned global work efforts across RSIM, CFS, GIS, PCC, DMT, EET, CBWT, APSE, and cloud applications including **Confluence, Jira, Workday HCM, SAP S/4HANA Cloud, ServiceNow, Oracle NetSuite ERP, Tableau, MuleSoft, Office 365, Salesforce Cloud**, and others.

NCR, National Cash Register, FinTech- Consultant, Atlanta, GA Mar 2023 to Jan 2024
 PMO - IT / CIO Enterprise Business Application Contract
 Responsibilities

- ❖ **Led AI + SaaS-driven digital transformation**, integrating FIS and Fiserv payment platforms with NCR POS systems to modernize retail operations, improve transaction efficiency, and ensure regulatory compliance.
- ❖ **Directed IT Mergers & Acquisitions initiatives and Cloud ERP enterprise solutions**, integrating acquired companies' accounting, payroll, HR, benefits, and payment systems into core enterprise platforms.
- ❖ Managed **global IT operations and vendor lifecycle management**, including onboarding, performance monitoring, SOC2/ISO compliance, RFPs, contract negotiation, and third-party risk mitigation.
- ❖ **Collaborated with finance and enterprise architecture to integrate OpenText with ERP and HR systems**, ensuring consistency in resource planning, budgeting, and portfolio reporting.
- ❖ Oversaw **enterprise cloud modernization across AWS, Azure, and GCP**, implementing microservices, API-driven, and event-based architectures for retail and POS ecosystems.
- ❖ Delivered **\$527M in business creation, \$112M revenue increase**, and \$16M+ operational savings through process improvement, data governance, and re-platforming initiatives.
- ❖ Led a **pipeline of 120+ application transformations**, including sunset, migration, and integration projects for 10K+ users across global regions (NA/EMEA/AP/LATAM).
- ❖ Championed **governance, architecture reviews, and proof-of-concepts**, ensuring secure adoption of emerging technologies including **AI, cloud-native POS**, and mobile commerce.
- ❖ Provided **program management oversight:** project scoping, planning, risk management, cost tracking, change management, and executive reporting for enterprise-wide transformation initiatives.
- ❖ Collaborated across IT and business functions to deliver end-to-end cloud and SaaS solutions, including HCM Workday, SAP S/4HANA Cloud, **Salesforce Cloud/CPQ**, ServiceNow, Oracle NetSuite ERP, Tableau, and MuleSoft.

- ❖ Vendor Lifecycle Management, **IT Operations**, Procurement Compliance, ServiceNow Vendor Risk Module, SLA Management, RFPs & Contract Reviews, Third-Party Risk, SOC2 / ISO Vendor Due Diligence, CyberArk, Active Directory, Global Program Delivery, Enterprise Architecture Alignment

Salesforce.com, Consultant, Atlanta, GA

Nov 2022 to Mar 2023

Sr. Director, Product Delivery Lead

Contract

Responsibilities

- ❖ **Directed M&A legal-compliance data operations** and enabled Salesforce.com transformation initiatives, aligning with global teams (NA/EMEA/APAC/LATAM).
- ❖ **Integrated AI into SaaS ecosystems (Salesforce, Slack, Tableau, MuleSoft, Workday HCM) to improve data governance, automate compliance checks, and enhance user productivity.**
- ❖ **OpenText Project & Portfolio Management (PPM)**, Owned end-to-end delivery of the enterprise **OpenText PPM platform (cloud/SaaS)**, improving governance, resource allocation, and portfolio visibility. Drove change management initiatives that increased **system adoption by 90%**, **reduced project cycle time by 40%**, and embedded governance and compliance best practices across business units.
- ❖ **Led hands-on vulnerability scanning and AI-driven mitigation programs**, strengthening enterprise data security posture.
- ❖ Defined product vision, strategy, and adoption roadmaps, leveraging **AI-powered analytics to measure engagement and optimize enablement platforms.**
- ❖ **Delivered an AI-enhanced quality management system** for claims operations, ensuring payment compliance and reducing error rates by 30%.
- ❖ Partnered with stakeholders to design **AI-based dashboards and predictive models**, accelerating decision-making and adoption across business units.
- ❖ Align work efforts with Retail Domain, MATO & BT team Data Integration, Data Governance, SAP S4HANA Cloud, Cloud applications: SAAS Application, ServiceNow, Slack, Tableau, Mural Sandbox, MuleSoft, Salesforce Cloud, MS Teams, Workday HCM, Confluence Jira, Quip Docs, Smartsheet, SAP Fiberglass, Okta Verify, Lucid Chart etc.

Kyndryl Global-IBM Spin-off, Atlanta, GA

Apr 2022 to Jul 2022

Global IT Leader, CIO Transformation Strategy, Product / Program Leader

Contract

Responsibilities

- ❖ **Led enterprise IT transformation strategy, driving SAP S/4HANA Cloud**, Workday HCM, and Salesforce modernization programs across global regions.
- ❖ **Directed AI/ML integration into enterprise workflows**, leveraging Kynsight Data Lake for predictive analytics, workforce optimization, and cloud-based automation.
- ❖ Managed vulnerability and configuration scans, mitigating security risks across global IT regions (NA/EMEA/AP/LATAM).
- ❖ Oversaw 600+ global projects, managing application sunsets, migrations, and **SaaS implementations while ensuring GDPR compliance and robust access management.**
- ❖ **Implemented AI-driven vulnerability management** and configuration scanning, reducing exposure time on critical risks across hybrid cloud (AWS, Azure).
- ❖ Partnered with executive **leadership to design AI-powered** dashboards and case-for-change showcases, enhancing visibility into CIO strategy outcomes.
- ❖ Developed and implemented data security strategies, **ensuring GDPR compliance** and access management.
- ❖ Directed cross-functional teams to sunset, migrate, or replace applications, managing a pipeline of 600+ projects.
- ❖ Coordinated project plans, risk management, and stakeholder communication, ensuring successful delivery.
- ❖ Led transformation showcases for executive teams and collaborated with stakeholders on case for change.
- ❖ **Utilized SAP S4HANA Cloud, Salesforce, Workday, ServiceNow, and other tools for seamless enterprise transformation.**
- ❖ **Software and project management tools** – MS Teams, Zoom Video, ServiceNow, Jira, Trello, Slack, SAP S4HANA Cloud, Office 365 and other collaboration tools, ERP Systems, AWS Cloud infrastructure, MS Azure, Kynsight Data Lake, AI/ML/Deep Learning, Work Force Management, HCM Workday, SAAS Products, SFDC Salesforce.com, SAP 4/Hana Financial, Agile behaviours, tools, and techniques (collaboration, work breakdown, automated testing, Scrum, Kanban) etc.

DELL Technologies, North America, Atlanta, GA

Sep 2021 to Apr 2022

Senior Business Operations / Program Manager, Intel Data Centre

Contract

Responsibilities

- ❖ **Directed strategic Salesforce.com programs, embedding AI-driven insights** into sales rebate modeling and forecasting across multiple regions.
- ❖ **Led strategic and tactical planning for Salesforce.com**, managing sales rebate programs across regions.
- ❖ Migrated enterprise data platforms to AI-enabled cloud infrastructure (AWS, Azure, GCP), improving performance, scalability, and compliance alignment.
- ❖ **Oversaw AI-powered Power BI visualizations, strengthening KPI tracking** and resource management for multimillion-dollar projects.
- ❖ Collaborated with cross-regional teams on SAP S/4HANA + AI integration to enhance compliance, reporting, and data security.
- ❖ Provided **leadership on AI-driven automation strategies**, reducing manual reporting by 35% and accelerating decision cycles.
- ❖ Directed multi-disciplinary teams, ensuring alignment with business objectives and technical architecture.
- ❖ Oversaw Power BI visualizations, project scope, KPIs, and resource management for large-scale projects.
- ❖ Led the migration of data platforms to cloud infrastructure (AWS, Azure, GCP).
- ❖ Managed cross-regional relationships and provided technical leadership on SAP S4HANA, data security, and compliance initiatives.

Satui Boutique, Chicago, IL

May 2018 to Mar 2021

Sr. Director, Product Manager, Data and Analytics Platform

Full-time

Responsibilities

- ❖ **Managed SAP S/4HANA Cloud, Salesforce, and other SaaS platforms, integrating AI-driven analytics** and automation to optimize business transformation initiatives.
- ❖ **Led AI-enhanced Agile delivery** (Scrum/Kanban/Lean) to ensure predictable, high-quality project outcomes across data and analytics initiatives.
- ❖ **Oversaw AI-powered digital marketing** and customer insights, leveraging predictive analytics to boost online engagement by 34% and generate targeted leads.
- ❖ **Designed and implemented AI-enabled dashboards and reporting using Power BI**, alongside SSIS packages, and integrated HCM PeopleSoft with automated workflow enhancements to improve operational efficiency.
- ❖ Partnered with cross-functional teams to embed AI-driven decision support into analytics and product strategy, enabling faster business insights and data-driven actions.
- ❖ **Led Agile methodologies (Scrum/Kanban/Lean)** to deliver high-quality, predictable project outcomes.
- ❖ Oversaw digital marketing and customer relations, boosting online presence by 34% and generating leads.
- ❖ Developed Power BI reports, SSIS packages, and implemented HCM PeopleSoft integration.

Publicis Worldwide Media Group, Chicago, IL

Senior Product Manager, Data Technologist / Analytics

Responsibilities

- ❖ Led data pipeline implementation from Azure Data Lake to Snowflake and SAP S4HANA Cloud for analytics.
- ❖ Directed Salesforce architecture decisions and data modelling using Power BI and AWS infrastructure.
- ❖ Managed client-facing analytics projects, ensuring seamless data validation, visualization, and reporting.

Nov 2017 to May 2018

Contract

WorldPay.US Fintech, National Business Unit, Atlanta, GA

Executive Client Manager, Senior Analytics

Responsibilities

- ❖ Collaborated with teams to design and integrate API solutions for real-time fund transfers and bill payments, enhancing digital banking services.
- ❖ Provided architecture leadership across complex retail ecosystems including NCR POS, e-commerce, inventory, merchandising, and supply chain ensuring alignment with business goals, compliance, and customer experience.
- ❖ Managed financial analysis and reporting, improving operational efficiency and supporting strategic planning.
- ❖ Led data analytics initiatives, optimizing performance and delivering key financial reports to stakeholders.
- ❖ Coordinated with Salesforce and SAP S4HANA Cloud to optimize ERP training and ensure GDPR compliance.
- ❖ Delivered ad-hoc financial analyses and implemented process improvements for financial modelling and reporting.

Aug 2013 to Oct 2016

Full-time

Kaiser Permanente Regional, Healthcare Data Operation/Claims Dept., Atlanta, GA

Senior Project Manager

Aug 2008 to Aug 2013

Full-time

HCA-Hospital Corp. of America, HIPPA and GDPR Compliance, Atlanta Patient Account Services Atlanta, GA

High Dollar Collections Manager

Mar 2007 to Aug 2008

Ceto & Association, Sr. Business Analyst, Consultant to Bank Management, Atlanta, GA

Implementation Project Manager

Jul 2006 to Feb 2007

Alzheimer Association, SEEK IT Professional Staffing, Milwaukee, WI

Database / IT Coordinator Consultant

Dec 2005 to Jun 2006

GE Healthcare, GE Healthcare Technologies Addeco Technical, Milwaukee, WI

Business Analyst / Account Manager (Ultrasound)

Apr 2005 to Oct 2005

Elgin Sweeper Company, Chicago, IL

Warranty Coordinator/Database Developer

Sep 2001 to Jul 2002

Snap On Tools, RHI Consulting, Kenosha, WI

Sr. Technical Report Writer

Nov 2000 to Sep 2001

Time Warner Cable, Milwaukee, WI

Computer Programmer Analyst

Nov 1998 to Nov 2000

Technical Skills & Expertise

Cloud Platforms & Infrastructure

- ❖ AWS, Microsoft Azure, Google Cloud Platform (GCP), Oracle Cloud Infrastructure (OCI)
- ❖ **Identity & Access Management (IAM): Okta, Azure AD, SailPoint, Ping Identity, RSA SecureID**
- ❖ **OpenText PPM (SaaS):** Led enterprise deployment and change management to support project governance, demand/resource planning, and portfolio analytics.
- ❖ **Cloud Security**, Zero Trust Architecture, Privileged Access Management (PAM), API Management
- ❖ **Infrastructure as Code (IaC):** Terraform, Ansible, Kubernetes, Docker

AI/ML Leadership & Expertise

- ❖ Lead enterprise technology strategies with deep expertise in **Artificial Intelligence, Machine Learning, and Deep Learning**.
- ❖ Proven ability to drive enterprise-wide AI/ML adoption, aligning innovation with business goals, regulatory compliance, and operational excellence.
- ❖ Directed cross-functional teams to integrate platforms including **IBM Watson Studio, ChatGPT/OpenAI, Azure AI & ML, AWS AI/ML, Google Cloud AI, TensorFlow, Amazon Comprehend**, and Colab into business processes.

- ❖ Focused on **delivering measurable impact through automation, advanced analytics**, predictive modeling, NLP, recommendation systems, and scalable **AI/ML solutions**.

Data Platforms & Analytics

- ❖ Relational Databases: Microsoft SQL Server, Oracle, MySQL, PostgreSQL
- ❖ Modern Data Warehousing: Snowflake, Databricks, Teradata
- ❖ Data Integration & ETL: Informatica, Talend, Azure Data Factory, SSIS
- ❖ BI & Analytics: Tableau, Power BI, Qlik, Looker
- ❖ Advanced Analytics: AI/ML frameworks, predictive modeling

Enterprise Applications & ERP/CRM

- ❖ ERP: SAP S/4HANA, Oracle Fusion, Workday, PeopleSoft, Baan
- ❖ CRM / CPQ: **Salesforce**, Microsoft Dynamics 365
- ❖ GRC & Risk: Archer, **ServiceNow** GRC, OneTrust, RSA Archer
- ❖ HRIS & Payroll: **Workday** HCM, Oracle Cloud HCM

Project & Portfolio Management

- ❖ Jira, Confluence, Rally, MS Project, Smartsheet, Clarity PPM, ServiceNow
- ❖ Agile & DevOps: Azure DevOps, Jenkins, GitHub, GitLab, CI/CD pipelines

Collaboration & Digital Workplace Tools

- ❖ Microsoft Teams, Slack, Zoom, Skype, Cisco WebEx, Google Workspace
- ❖ SharePoint Online, OneDrive, Box, Miro, Notion
- ❖ Enterprise Knowledge Management & Collaboration Portals

Cybersecurity & Risk Management

- ❖ Identity & Access Management (IAM), Privileged Access Management (PAM), Multi-Factor Authentication (MFA)
- ❖ Compliance & Regulatory Frameworks: NIST, ISO 27001, SOC 2, GDPR, SOX, GLBA
- ❖ Threat & Risk Management: Splunk, CrowdStrike, Palo Alto, SentinelOne
- ❖ Business Continuity & Disaster Recovery (BCP/DR)

Operating Systems & Platforms

- ❖ Windows Server, Linux (RHEL, Ubuntu), Unix, macOS
- ❖ Virtualization: VMware, Hyper-V

Highlights of Leadership & Consulting Experience

- ❖ **WorldPay US – Strategic Payment Technology Transformation:** Expanded customer base by 74% through data-driven insights, financial reporting, and forecasting (Card Fee Summary, Pricing, Trends, Forecasts). Drove competitive transaction volumes across diverse industries, including petroleum, retail, restaurants, and small businesses.
- ❖ **FinTech Enterprise Transformation: OpenText PPM (SaaS) –** Led enterprise-wide implementation and optimization of OpenText PPM to strengthen project governance, demand/resource planning, and financial portfolio management across global FinTech operations. **Drove change management, executive alignment, and stakeholder engagement** to ensure seamless adoption across business and technology teams. Integrated PPM with core ERP (SAP S/4HANA) and HRIS (Workday) systems to enable real-time financial forecasting, resource visibility, and compliance reporting—delivering improved portfolio transparency, **30% faster decision cycles**, and **measurable ROI in strategic planning and execution**.
- ❖ **Elgin Sweeper Company – Vendor & Cost Optimization Leadership:** Achieved \$250K–\$3M in annual savings by resolving 75% of support calls internally, reducing vendor reliance, and managing Elgin Intelligence software support. Strengthened IT change management and optimized vendor contracts.
- ❖ **GE Healthcare Technologies – Enterprise Transaction Optimization:** Oversaw \$13B transaction portfolio, streamlining Sales Workbench processes and enhancing workflow efficiency. Delivered staff training on transaction, quota, and contract management, increasing compliance, productivity, and operational accuracy.
- ❖ **Global Scaled Compliance Operations (GSCO) Leadership:** Directed global compliance operations across multiple regions, aligning regulatory frameworks (GDPR, SOX, GLBA) with enterprise risk management strategies. Championed automation and AI-driven compliance tools, reducing manual effort and strengthening audit readiness.
- ❖ **CRM & Business Intelligence Leadership –** Led enterprise Salesforce and Microsoft Dynamics 365 CRM implementations for Fortune 500 clients. Provided vision and oversight to enhance customer engagement, sales pipeline visibility, and marketing automation.
- ❖ **Data & Analytics Strategy –** Directed FRDs and reporting frameworks (Business Objects, Salesforce), resolving complex data quality and integration challenges. Delivered executive insights that informed business strategy and regulatory alignment.
- ❖ **Digital Transformation & Advisory –** Led cross-functional teams and vendors to implement AI-driven automation, data governance, and CRM roadmaps. Acted as a trusted advisor to stakeholders, ensuring scalable adoption and operational excellence.

Education

- ❖ Master of Science, Information Technology Management, University of Phoenix, Cumulative GPA 3.77/4.0, Dec. 2024
- ❖ Bachelor of Science, Business Technology Management, University of Phoenix, AZ Dec. 2018
- ❖ Associate of Arts, Business Management, University of Phoenix, AZ
- ❖ Business Computer Programming, MBTI Milwaukee Business Technology Institute, Jan. 1999

Certification

- ❖ Data Protection Certification Feb. 2025
- ❖ Enterprise Cyber Security Information Protections Certification Feb. 2025
- ❖ Enterprise Data Management Certification Jan. 2024
- ❖ Certified Scrum Product Owner (CSPO) June 2023
- ❖ Cyber Security Certificate Issued Apr 2022
- ❖ Data Privacy Certificate Issued Apr 2022
- ❖ Certified Scrum Master Certification (CSM) Feb. 2021
- ❖ Real Estate Agent Sales license February 2004
- ❖ Certificate Medical Claims and Billing Program 2000
- ❖ Certificate in Access table creation, Access end-users, August 2000
- ❖ Certificate in MS Outlook, MS Access Development, September 2000

