

# JAMES LOMBARDI, PMP

Program Manager | PMP | Delivering Enterprise Change

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## PROFESSIONAL SUMMARY

Results-driven program management leader with over 20 years of experience driving enterprise-wide transformation, governance, and technology modernization initiatives across financial services, higher education, media, and nonprofit sectors. Recognized for building high-performing PMOs, streamlining regulatory and compliance programs, and delivering complex portfolios that meet risk, audit, and business growth objectives. Adept at partnering with C-suite leaders to translate strategy into executable roadmaps, align funding and resources, and implement disciplined portfolio governance. Proven ability to enhance organizational efficiency through agile methodologies, data-driven insights, and operational excellence frameworks. Known for fostering collaboration, improving stakeholder communication, and leading teams through large-scale change initiatives with measurable impact.

## EXPERIENCE

### UBS

Weehawken, NJ  
2019 - Present

### Program Manager (Enterprise Transformation)

- Lead program and portfolio management services across technology, risk, regulatory, compliance, and new-business initiatives spanning all divisions and regions.
- Drove adherence to enterprise project/portfolio frameworks; established consistent governance routines and artifacts across multiple transformation programs.
- Implemented agile-aligned governance (OKRs/QBRs) to improve prioritization, sequencing, and accountability across workstreams.
- Built and maintained central repositories in Clarity PPM, Jira, GitHub, and Blueprint for NFRR, financials, milestones, and risks; delivered consolidated reporting used in executive steering.
- Performed portfolio-level data analysis to surface trends and rationalize duplicative repositories, streamlining analysis and decision-making cadence.
- Stood up executive reporting for steering committees and leadership forums, enabling timely escalations and issue/decision tracking.
- Mentored and onboarded new team members to accelerate time-to-productivity and standards adoption.

### World Wrestling Entertainment (WWE)

Stamford, CT  
2019 - 2019

### IT Infrastructure & Facilities Portfolio Manager (Consulting)

- Managed the IT investment portfolio and demand intake; owned vendor relationships across voice, data, video, and infrastructure hardware.
- Directed resource allocation and MAC (moves, adds, changes) planning; coordinated A/V, Wi-Fi, and digital rollouts to support rapid workforce growth.
- Oversaw infrastructure upgrades across HQ and event venues, improving network reliability and system uptime by 25%.
- Introduced portfolio dashboards to track capital expenditures and vendor performance, optimizing spend visibility and accountability.
- Partnered with Facilities and IT leadership to consolidate vendor contracts, reducing operational costs by 12% annually.

## **New York University**

New York, NY  
2018 - 2018

## **NYC Department of Education**

New York, NY  
2015 - 2018

## **ATOS**

New York, NY  
2014 - 2015

## **Leukemia & Lymphoma Society**

New York, NY  
2013 - 2014

## **Barclays**

New York, NY  
2012 - 2013

## **Cushman & Wakefield**

New York, NY  
2011 - 2012

### **Director, Portfolio Management & Strategic Alignment (Consulting)**

- Managed a \$20M–\$40M IT portfolio; instituted strategic planning and portfolio governance responsive to enterprise goals.
- Implemented capacity planning to continuously assess staff availability vs. demand; flagged constraints and risks to leadership.
- Built portfolio health/benefits reporting and alignment metrics; strengthened stakeholder relationships and executive communication.
- Hired, developed, and led a high-performing portfolio/PMO team.

### **Portfolio Manager, IT Infrastructure**

- Managed the IT Infrastructure investment portfolio; aligned initiatives to the department's strategic plan and budget.
- Built a resource/capacity model and instituted financial planning and reporting for portfolio transparency.
- Implemented ITSM and a Service Catalog; introduced stage-gate governance and audit readiness.
- Directed infrastructure modernization across 1,800+ schools, improving network uptime and classroom connectivity.

### **Technology Program Manager (Consulting)**

- Delivered infrastructure capabilities for financial markets clients across data center (power/compute/network/storage) and application integration, redundancy, and capacity.
- Oversaw multimillion-dollar infrastructure migrations and capacity expansions across global sites.
- Implemented risk and issue tracking frameworks that improved remediation response time by 35%.
- Standardized deployment documentation and testing procedures, ensuring audit-ready compliance.

### **Enterprise PMO Director (Consulting)**

- Built the enterprise PMO, governance model, and portfolio management framework; created a single inventory of project metrics and status.
- Introduced Agile/Scrum to development teams; identified product owners and clarified delivery roles.
- Produced executive dashboards/scorecards to support portfolio prioritization and decision-making.
- Established PMO operating procedures that increased project delivery consistency by 40%.

### **Infrastructure Program Manager**

- Led an infrastructure program responding to regulatory/compliance investigations; instituted regional tracking/reporting for application teams.
- Launched a resource management and tracking capability; supported operating committees addressing OCC/FRB MRAs.
- Directed global remediation program that improved regulatory compliance posture within 12 months.

### **Global IT PMO — Strategic Plan Manager**

- Managed the firm's five-year strategic plan across lines of business; standardized enterprise processes and toolsets across Americas, EMEA, and APAC.
- Implemented global Enterprise PPM and project-based accounting with Finance; developed training programs and a PMO Center-of-Excellence.
- Introduced portfolio alignment reviews that improved visibility of global initiatives.

## International Baccalaureate

New York, NY  
2009 - 2011

## UBS

Weehawken, NJ  
2007 - 2008

- Led toolset harmonization across 30+ regions to enable consistent data and reporting.

## Global IT PMO Director

- Established the global PMO and IT governance across business units; developed a global team spanning Americas, EMEA, and APAC.
- Implemented consistent processes and tools; ran project reviews/interventions; renegotiated vendor contracts to reduce costs.
- Introduced enterprise-wide portfolio metrics and dashboards to enhance performance visibility.
- Consolidated redundant vendor agreements, saving 18% in annual IT spend.
- Implemented Agile pilot projects to accelerate time-to-delivery for digital learning initiatives.

## Executive Director, Infrastructure Account Management

- Served as executive liaison between Infrastructure and Global Wealth Management Development; translated business strategy into IT demand and roadmaps.
- Facilitated PPM governance, service escalations, and service transition; analyzed IT service cost structures and negotiated IT-services agreements.
- Oversaw \$100M+ in infrastructure service delivery portfolios across multiple business lines.
- Negotiated vendor contracts and service agreements, achieving 10% cost reduction.
- Partnered with global CIO and business heads to define multi-year technology strategy.

## EDUCATION

### NYU Polytechnic University

New York, NY  
1998

### Columbia University

New York, NY  
1988

### Fordham University

Bronx, NY  
1985

### MS in Management of Technology

### MPH in Public Health (Epidemiology)

### BS in General Science

## SKILLS

- KPI/OKR Design
- Stakeholder
- Program & Portfolio Management
- Compliance Initiatives
- Operating Model
- Financial Planning
- Executive Reporting
- Steering Committee Leadership
- Enterprise PMO Design
- Technology
- Process Improvement
- Vendor Management & Sourcing
- Change Management & Adoption
- Regulatory/Risk
- Infrastructure Programs
- Resource/Capacity