
PROFESSIONAL PROFILE

Proven leader of technology driven organizations, large scale projects, programs, portfolios (PMO), and transformational initiatives, at companies ranging from start-ups to Fortune 100 corporations. Over 15 years experience leading Projects and Portfolio Management, coupled with more than 20 years of leadership experience including multi-director organizations. Established home office and successful with distributed teams.

CORE COMPETENCIES

Leadership	SaaS & Managed Services	Digital Transformation
Strategic Planning	Process Design & Improvement	Marketing Automation
Portfolio Management (PMO)	ITIL & Agile Transformation	UI/UX, SEO
Project Management	Account Management	Web Analytics

CAREER SUMMARY

Douglas Elliman 2015 – 2020, Manhattan, NY (\$29b Annual Sales)

Vice President, Technology

- Established and ran the Portfolio management function (PMO), aligning Technology with business strategy
- Responsible for all technology projects and digital transformation initiatives including:
 - Design UI/UX and Agile offsite build of Elliman.com B2C website > 1mm sessions mo.
 - Implementation of a new agent CRM solution, integrated with website and marketing automation
 - Support of FOLIO design and build, a global CRM joint venture with Knight Frank
 - Implemented new mobile application leveraging SmarterAgents SaaS solution
 - Implementation of Imprev SaaS marketing automation system (fastest implementation for vendor)
 - Customer and Agent facing SaaS implementations (Buyside, Compit, Contactually, Board Packager)
- Drove onboarding of new SaaS solutions from solution review through implementation
- Created and implemented policies for Change Management and Project Charters
- Led acquisition onboarding of people, process and tools (Teles)
- Led SEO initiatives and implemented SaaS social media tools (RealGrader, Boost)
- Leverage SimilarWeb and Google Analytics support data driven strategy

Capital One 2009 – 2015, Richmond, VA

Director, Information Technology Operations

- Managed multi Director team exceeding 80 employees delivering services including:
 - Portfolio and Project Management (PMO) for Retail bank
 - Retail IT Service Delivery teams enabling technology innovation and capacity expansion
 - Chief of Staff function, Agile adoption, strategic planning and KPI measurement functions
 - Capacity planning
 - Asset Management CMDB
- Led the \$30mm acquisition integration project of ING Direct for IT Operations
- Led Capital One's Agile transformation for IT Operations
- Managed team that completed the companies first environment migration to Amazon Web Service (AWS)
- Developed API based systems to display and monitor social media activity related to retail systems

ING Direct 2009 - 2012 (Acquired by Capital One) Wilmington, DE (\$80b in deposits, >7mm customers)

Head of IT Service Management

- Managed teams across the Technology organization of the nation's largest digital bank including
 - Project and Portfolio Management (PMO)
 - Urgent/Emergency Development Agile scrum teams
 - Performance Management (DevOps)
 - IT Service Desk and Problem Management
 - Change Management, Release Management
 - Disaster Recovery
- Led process design workshops to establish new processes and achieve process improvements.
- Established innovative Change Management and Release Management processes improving risk visibility
- Implemented ITIL and Agile
- Implemented and configured ServiceNow, UI/UX and SLA's for the Service Desk
- Formalized approach and reporting for Disaster Recovery

IT Evolution 2005 – 2009, Camden, NJ (Inc. Magazine top 100 Philadelphia tech companies)

Practice Manager

- Led the IT Infrastructure Services practice, achieving financial targets
- Created digital marketing programs that secured new business
- Secured new business through Account Management functions
- Served as Cxx level senior technology consultant for mid-sized companies
 - Implemented an Asset Management solution (PSSoft) for ING Direct
 - Establish a chargeback model for IT Services between ING Direct and Sharebuilder
 - Conducted ITIL assessments for multiple companies
 - Implemented a service desk solution for NMS Labs
- Managed the UI/UX, build and operation of company website

AssetTrade (Now public as Go-Dove.com) 2000 – 2004, King of Prussia, PA

President, Global Marketplace and Corporate Solutions

Responsible for all aspects of this now-public venture funded (\$100mm) digital company

- Led innovation programs delivering new products and services from ideation, UX/UI to production
- Launched disruptive online auction and webcast auction services
- Developed a SaaS asset management system, implemented at multiple fortune 500 accounts
 - o DuPont, Alcoa, Parker Hannifin, Bethlehem Steel
- Led operational process design for internal operations and corporate asset management programs
- Led sales and marketing teams in email, fax, direct mail and print marketing campaigns
- Led corporate account management teams to attract and retain corporate clients
- Led financial turn-around and managed company through an international acquisition
- Established data structure and business process for global B2B and B2C digital marketplace

Electronic Data Systems (EDS) 1991 – 2000 Plano, TX (300,000 people in 64 countries)

Manager, Distributed Systems Services

- Service owner for EDS' Asset Management outsource service offering
 - Formalized product offering and related pricing
 - Operational process design and implementation
 - Led build out and enhancements of supporting service management technologies and CMDB
 - Member of EDS deal review team, to approve or update outsourcing proposals
 - Led distributed national team supporting pre-sales through delivery for companies including: Motorola, Hitachi Data Systems, GM, Seagate, Monsanto, Adobe, Bell South
 - Drove account management function as a global subject matter expert
- Managed end user computing services for EDS at The Vanguard Group
 - Led enterprise projects including technology refresh and implementation of Microsoft's SMS
 - Customer surveys reflected "A highly significant increase" in satisfaction
- Analyst for EDS at First Fidelity Bank
 - Managed Total Quality Management Initiatives and Performance Reporting
 - Co-created and taught a course to all account staff, "The Role of Statistics in Quality Improvement"
- Analyst for EDS Electronic Financial Information Services
 - Audit of ATM network invoices for cost recovery exceeding \$300k annually

EDUCATION

Rutgers University

Bachelor of Science Degree, Marketing

Vice President, Rutgers Newark Chapter of Phi Beta Lambda, Future Business Leaders of America

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

Scaled Agile Framework Agilist (SA) certification
ITIL Foundations certification, Pink Elephant
Project Management PM2 (SDLC), EDS
Google Adwords certification, Google

OTHER

Similarweb (website traffic intelligence) Customer Advisory Board Member
President & Board Member, Cape May Marlin & Tuna Club 2007 - 2014. Led corporate restructuring
Investment projects including multiple Broadway plays, experienced retail investor