

## **QUALIFICATIONS**

- Demonstrated track record of leadership. Evolving teams into high performing technology groups resulting in improved operational performance and service delivery.
- Advanced working knowledge of IT Best Practice (such as ITIL), DevOps, and ITSM Continuous Improvement policy/procedure creation and implementation
- Experienced with all aspects of IT operations, IT financial & budget management, Project Management and Business Analysis with a proven ability to manage multiple and complex projects leading to improved productivity and ROI.
- Demonstrated ability to maintain strong working relationships with both internal and external clients by delivering excellent standards of service.
- Extensive experience aligning and applying emerging technologies including, but not limited to, Cloud systems platforms like AWS, Microsoft Azure/Office365, from business strategy to delivery and ongoing support.
- Recognized for successfully delivering cost-effective solutions through creative problem solving and technical expertise resulting in high value-add technology implementations.
- Solid foundation in enterprise information security frameworks and technologies ensuring data integrity and availability of information while maintaining best practices.

## **EXPERIENCE**

### **Castlereigh Technology Group, LLC, Plattekill, NY**

**May 2015 – Present**

#### *Managing Director*

- Lead solution architecture a new client B2B and B2C career management platform.
  - Lead design sessions and document all design decisions for development and implementation.
- Lead Hands-on solutions architect and prototype developer on the company's cloud (SAAS) application for Personal Career Management utilizing DevOps and ITSM continuous improvement lifecycles.
- Lead Hands-on SQL Designer and Developer for web-based application utilizing MS SQL Server/Management Studio and low code prototyping systems like Outsystems.
- Lead Design and documentation of UI/UX for application.
- Responsible for the leading project manager and business analyst for client initiatives utilizing waterfall and/or Agile/SCRUM framework.
- Lead design discussions, identified business process improvements, ensured projects stayed on budget and managed client interactions throughout the entire implementation process and post deployment support.
- Lead business analyst and subject matter expert for the company's BPAAS/SAAS project management/document management product.
- Provide additional project, application and technical support for AWS, Azure, MS Dynamics, Office 365 and SharePoint online managing cloud migrations.

### **Newmark Group A BGC Partners Company, New York, NY**

*Newmark Grubb Knight Frank - Director, Application Services – Worldwide*

**April 2012 – May 2015**

*Grubb & Ellis Company - Director of IT, Global Client Real Estate Technologies*

**August 2009 – April 2012**

*Grubb & Ellis Management Services, Inc. - Director of Information Technology*

**April 2005 – August 2009**

Assume overall strategic responsibility for computer applications platforms that provided front office, back office and client service delivery support and IT operations.

- Lead the creation of IT strategic plans and road map that aligned the technology to business line strategic goals for revenue, operations, and client service delivery.
- Lead creation of standardized application framework to ensure all future development projects were aligned with existing technology resulting in elimination of data "Silos".
- Lead Architect and Business Analyst for the transition of critical systems to SAAS providers (such as Enterprise Asset Management and Lease Administration) reducing annual cost of IT Applications budget by 15%.
- Lead Project Manager and Solutions Architect for the Microsoft Dynamics AX CRM and Office 365 Cloud Pilots allowing for better processing, management and reporting companywide.
- Oversight and implementation of security, including audits, testing, and mitigation allowing for compliance with internal SOX and client contract compliance.
- Project Management and hands-on technical build out and relocation of a new east coast data center. Achieved 99.999% up-time and reliability.
- Established internal and external technology ITSM policies, procedures and metrics increasing client satisfaction from 45% to 92% within first two years.

- Solutions Architect and systems designer for centralized Engineering and Sustainability Operations Center in conjunction with Corporate Energy Management, Sustainability and Remote Building Automation initiatives.
- Responsible for Disaster Recovery & Business Continuity Planning and oversight, included creation of client specific BCP/DRP plans. Lead on client interaction for approval, incident management, test reporting and plan improvements.

## **Education**

### **Empire State College**

Program in Business Management-Information Systems

## **CERTIFICATIONS**

EXIN/AXELOS – ITIL v3 Foundations  
 Google IT Support Professional Certification  
 IBM IT Fundamentals for Cybersecurity Specialization Certificate  
 OneTrust Privacy Professional Certified  
 IBM Data Analysis Specialization Certificate  
 6Sigmastudy.com - Six Sigma Yellow Belt  
 The SCRUM Consortium – Certified SCRUM Business Analyst  
 Coursera-John Hopkins Health IT Support Specialization Certificate  
 Coursera-ICANN School of Medicine Health IT Challenges Certificate

## **AFFILIATIONS**

Plattekill Public Library – Elected Trustee Member  
 Founding Committee Member, International Standards Association – Standard 111 Building Automation Systems  
 Member of ISACA  
 Board Member, Town of Plattekill Zoning Board of Appeals  
 Member, Sloan-MIT CIO Forum  
 Global Member – CS2AI Cybersecurity Group

## **AWARDS**

GEMS 2006 Outstanding Strategic Achievement  
 GEMS 2008 Game Changer Award  
 RICC 2012 Recognition Award for Contribution to Emergency Management Curriculum.