

### **Program Manager of IT Services & Delivery**

Results oriented IT management and troubleshooting expert with success in solving complex IT related service problems. Successful results come from excellent people skills in combination with IT technology expertise, best practices, and knowledge of operational improvements. Specific skills include:

Strategic planning & tactical execution

<ul style="list-style-type: none"><li>‣ Project management</li><li>‣ Process improvement &amp; design</li><li>‣ Cost &amp; budget management</li><li>‣ Change management</li><li>‣ Systems integration</li></ul>	<ul style="list-style-type: none"><li>‣ Vendor management</li><li>‣ Contract negotiations</li><li>‣ Disaster recovery</li><li>‣ Contingency planning</li><li>‣ Compliance (SSAE 16)</li></ul>
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### **Professional Experience**

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**Black Diamond Partners, Information Technology Consulting** **2004 – Present**  
**Principal** – *IT Management consulting firm for private equity investment firms & their portfolio companies.*

The company works with management teams to restructure the relationship between IT and corporate management. Specific deliverables include:

- Optimize systems which support product and general business operations.
- Increase professional capacity of IT staff by introducing processes that follow best practices.
- Solve IT related performance problems.
- Present practical roadmaps to implement efficiencies.
- Direct hiring & negotiation of 3rd party service vendors.
- Negotiate vendor contracts and service level agreements to enforce 100% uptime and accountability.

Vendor categories include insurance, financial services, manufacturing, food distribution, document management, etc.

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### **Select Assignments:**

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Black Diamond Partners provides IT strategic planning & problem solving for Private Equity Investment firms.

**Riverside Company – Private Equity Firm** **2007 – 2011**

- Camelot for Kids, Inc: Designed and implemented IT best practices
- DuBois Chemicals: Structured a software carve out from multinational holding company
- Coeur: Add-on acquisition configuration for medical device manufacturer
- Sencore: Platform acquisition of an electronic device manufacturer
- Work Place Media: Platform acquisition of a marketing and product promotion company
- Herbe Thyme: Add-on acquisition for food production plant
- Greenline: Platform acquisition of a food production company
- Strategic Insight: Platform acquisition of a Mutual Funds rating service
- Experient: Platform acquisition of a convention display company

**Stonington Capital – Private Equity Firm** **2009**

Lincoln Education: IT transformation project for a for-profit education company

**Clarion Capital – Private Equity Firm 2004 - 2010**

Gevity: Add-on acquisition of a professional employment organization  
Strategic Outsourcing Inc: Platform acquisition of professional employment organization  
The Oceanaire: Platform acquisition of fast growth high end restaurant chain  
Cross Media: Platform acquisition of a multimedia video distribution channel  
Hartmann Luggage: Platform acquisition of luggage manufacturing plant  
Great Northwest Insurance: Platform acquisition of property casualty insurance  
Crowe Paradis: IT transformation project for managed set aside insurance company  
Reliant: Add-on acquisition of a professional nurses placement company

**American Capital – Private Equity Firm 2004**

Clearwater Lending – Platform acquisition of a distressed sub-prime car loan service company

**Various Private Equity Firms 2005 - 2009**

American Nursing: IT / phone transformation of a nursing staff company  
Playbill Publishing: IT transformation project for the publishing house  
Mill Reef Club: IT transformation for hotel / property Management Company  
ProTravel: IT / phone system transformation for a global travel agency  
OSG (Overseas Shipping Group): IT evaluation project

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**Corporate Experience**


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**HSBC Bank USA, Global Bank with over 8,000 offices 2000 – 2003**  
**Senior Vice President, IT for Domestic Private Banking**  
*HSBC Bank acquired Republic National Bank in January, 2000.*

Responsible for technology supporting the Domestic Private Banking Division: Developed and implemented tactical and operational plans: managed over 50 professionals, adapted vendor supplied technologies to HSBC's specific needs. Improved financial reporting, product offerings, and account services.

**Accomplishment highlights:**

- ❑ *Eliminated* downtime with EVERY 3rd party service provider in Private Banking.
- ❑ Doubled fee revenue for automated electronic wire transfer services for clients. Eliminated errors and automated account reconciliation.
- ❑ Division profits doubled to \$110 million by the end of second year as a result of the successful systems integration.

**Republic National Bank Global Bank with over 5,000 employees 1997 – 2000**  
**Senior Vice President, CIO of Commercial Banking Services Division**

Directed IT support and implementation of new technologies for Commercial Bank Line of Business operations. Designed and implemented state-of-the-art solutions, integrated emerging technology into financial operations. Functionally directed disaster recovery, systems risk management, change management, vendor relations and product deployment. Funded an annual \$10 million capital expense program for division.

**Accomplishment highlights:**

- ❑ Instituted new service level agreements with Loan System vendor AFS resulting in 99% uptime.
- ❑ Reduced downtime by 95% of inter-company payment messages.
- ❑ Organized and deployed disaster recovery strategies. 100% uptime for the Bank on 9 / 11.

**Republic National Bank 1990 – 1997**  
**Vice President, Trading Systems & International Operations**

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Implemented Foreign Exchange Global Currency System, Precious Metals Trading Systems, Wire Transfer Payment Systems, and SWIFT Interbank Payment System.

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### Business Expertise

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360° insight offers cost effective solutions that create proven benefits. Specific business areas include:

**General:** Insurance, Services, Publishing, Restaurants & Food service, E-Commerce, Food production, Leisure & Hospitality, Education

**Financial Services:** Asset Management, Brokerage, Commercial Lending, Private Banking Services, Trust & Custody, Wire Transfer & SWIFT, Treasury Settlements, Fed Funds Trading

**Manufacturing:** Chemicals, Consumer goods, Medical devices, Plastics

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### Education

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**Oberlin College.** B.A.

Additional formal training and certifications in programming, systems design, technology strategy, project management, information management, and leadership.

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### Pro Bono

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**CAPA – China American Psychoanalytic Alliance**

**2010**

Performed a comprehensive IT evaluation. Recommendations designed to improve fund raising capabilities so the organization can meet growing demand.  
(<http://www.capachina.org/CAPA/Home.html>).

**SHCC – Sacred Heart Community Clinic**

**2011**

Volunteer. Performing non-medical services; intake screening and miscellaneous IT related services.