

CIO / CTO / SENIOR TECHNOLOGY EXECUTIVE

GLOBAL TECHNOLOGY LEADERSHIP | BUSINESS & DIGITAL TRANSFORMATION | STARTUPS & TURNAROUNDS

Seasoned technology executive with a passion for building and leading high-performing, culturally-diverse and cross-generational teams. Proven track record with small and large organizations across a range of sectors including financial, manufacturing, and professional services, in companies like KPMG, Blackstone & Severn Trent.

EXECUTIVE, FINANCIAL AND TECHNICAL STRENGTHS

- Global IT Strategy & Leadership
- Budget Planning & Financials
- IT Governance & Risk Management
- Cloud Strategy & Migration
- Talent Management & Development
- IT Service Management (ITSM)
- Agile & Systems Development
- Program & Portfolio Management
- Regulatory Compliance & Reporting
- Capital Projects & IT Investments
- Architecture & Engineering
- Partnerships & Alliances
- Acquisition Due Diligence/Integration
- Cognitive Computing Platforms
- Business Continuity Planning

PROFESSIONAL EXPERIENCE

KPMG LLP – EXECUTIVE DIRECTOR, HEAD OF ENTERPRISE SERVICE MANAGEMENT 2018-2020

Hand-picked to spearhead creation of Enterprise Service Management as part of KPMG's transformation to a federated digital enterprise. Responsible for all aspects of IT Service Management, and Helpdesk, Network Operations Center, Disaster Recovery & Crisis Management, and IT-for-IT systems development and support.

- Improved end-user experience: Helpdesk **wait times slashed by >400%**; major-incident **downtime decreased by 55%**; increased overall system availability through focus on **process**, transparency, collaboration, **continuous improvement**, and a tightly coupled Network Operations Center (NOC) and Helpdesk
- Improved security & compliance posture: security **vulnerabilities down 35%**; overdue **remediation plans down 87%**; processes implemented to maintain steady state
- Spurred **transformational multi-track process design** and documentation program across **highly-matrixed** internal IT organizations based on **ITIL & COBIT**, in support of build out and work migration to **offshore technology centers**
- Established **ServiceNow** as "Operating System" of Service Management, developed **platform Center of Excellence** to accelerate adoption; deployed ServiceNow for HR, Risk, Project/Portfolio/Resource Management, and IT Compliance

KPMG LLP – EXECUTIVE DIRECTOR, CHIEF TECHNOLOGY OFFICER (CTO) 2014-2018

Recruited by the CIO to build a robust architecture and engineering foundation and drive technology transformation across the firm, modernizing infrastructure, promoting cloud and DevOps practices, and positioning the firm for speed-to-market and growth.

- Responsible for **architecture & engineering** across all technology areas; **defined strategy**, established architectural review process and standards; used tooling and automation to support **DevOps** and **continuous deployment**
- **Partnered with key business stakeholders**, including Management Committee members to **align firmwide technology investments** with business needs
- **Instituted multi-cloud strategy** delivering differentiated cloud offerings from Amazon Web Services (AWS), Azure and on-premises software and complying with all commercial and governmental security regulations (NIST 800-171) and protocols. Key stakeholder in **global migration to Office 365** across the KPMG member firms
- Drove improvements in operational reliability and efficiency, including a **70% reduction in lost offshore productivity** (FY2018) through a focus on infrastructure resilience, and a **\$6M annual reduction in operating costs** through moving to Skype telephony & conferencing
- Supported go-to-market teams through buildout of **common tools and platforms** for **cognitive computing** and **data & analytics**

PROFESSIONAL EXPERIENCE *CONTINUED...***TRANSFABRIC LLC – CO-FOUNDER & DIRECTOR OF OPERATIONS** **2012-2016**

Moonshot startup that created an infrastructure for smart devices to interconnect via protocol-agnostic plug & play interoperability, and secured a patent.

Responsible for operations and all bottom-line factors, with primary focus on cloud and server development, financial management, and technical strategy. Worked with smart device innovators; presented at industry conferences.

BLACKSTONE – GLOBAL HEAD OF ENGINEERING **2008-2012**

Leading global investment and advisory firm, with >\$500B AUM, providing private equity, real estate, marketable alternative asset management and financial advisory asset management services.

Transferred from London to New York to head up Architecture & Engineering globally, and drive technology strategy and direction for infrastructure, productivity and application services management.

- **Consolidated and streamlined global footprint** surrounding a 24x7 critical operation – eliminated single points of failure, ensured continuous availability, and **replaced outdated technology** platforms
- Leveraged **leading-edge technologies** (e.g. VMWare ESX, Cisco Nexus, block virtualization) to consolidate servers and storage, **reducing outlay and operating costs** while providing simplified management and consistent monitoring
- Delivered new **end-user tools and technologies**, such as Windows 7, iPhone support, Lync-integrated phone systems, remote access tools and profile virtualization

BLACKSTONE – HEAD OF INTERNATIONAL TECHNOLOGY SERVICES (UK-BASED) **2003-2008**

Initially recruited to manage technology for Blackstone in Europe, then role expanded to include all non-US locations. Responsible for day-to-day IT operations, strategic planning, engineering and architecture.

- Established **regional data centers, modern architectures, and highly skilled technology teams** as the firm expanded throughout Europe, Asia and beyond

GORGONIA LTD – CO-FOUNDER & TECHNICAL DIRECTOR (UK-BASED) **2000-2003**

Startup web application design company focused on the academic and health sectors.

Responsible for all development and financial planning.

- Developed scalable components to enable rapid application development of collaboration, knowledge management, personal networking, research, distance learning and related internet solutions

CAPITAL CONTROLS, SEVERN TRENT PLC – MIS MANAGER **1997-1999**

North American arm of a British water company that manufactures water chlorination and purification management systems sold across Europe and the US.

Initially hired as a one-day consultant, then recruited in the UK to manage, fix and update IT operations; subsequently relocated to the US to lead global IT operations. Managed teams across the US and UK.

- Served as Technical Lead for Symix ERP implementation and deployed global Novell NetWare, GroupWise and BorderManager platforms, providing a consistent cross-geographical user experience. Established global private network

EDUCATION

Advanced Management Program in Leadership & Strategy

Columbia Business School

Bachelor's Degree in Information Systems Management

SUNY Empire State College

PATENT

Barr, Gareth R. and Nicholson, Joseph L, 2016. Communication Protocol.

U.S. Patent US9392059B2

Filed March 15, 2013; issued July 16, 2016

COMMUNITY

Three-time member of Leukemia & Lymphoma Society's Team In Training (TNT) "America's Most Beautiful Bike Ride"
Collectively raised in excess of \$500K | Volunteer Event Coordinator for Habitat for Humanity and Rise for Hunger