

# JOE LEADER

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## CHIEF INFORMATION OFFICER / CHIEF TECHNOLOGY OFFICER

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.

### CORE COMPETENCIES

- Global IT Strategy & Leadership
- Budget Planning & Financials
- IT Governance
- Cloud Strategy & Migration
- Coaching & Mentoring
- Service Management
- Agile Development
- Presentation & Public Speaking
- Regulatory Compliance
- Architecture & Engineering
- Capital Projects & IT Investments
- Due-Diligence & Integration
- Cognitive Computing Platforms
- Business Continuity Planning
- Startups & Turnarounds

### PROFESSIONAL EXPERIENCE

#### KPMG LLP

2014-2020

#### 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.*

- Slashed Helpdesk wait times by >400% and prioritized activities like password reset and account lockout.;
- Increased overall system availability and reduced major-incident downtime by 55% through focus on process, transparency, collaboration, continuous improvement, and tightly coupling the Operations Center and Helpdesk
- Improved security & compliance posture: security vulnerabilities down 35%; overdue remediation plans down 87%; processes implemented to maintain steady state
- Drove process design and documentation program, based on ITIL & COBIT foundation, across all areas of technology, to drive standardization and facilitate migration of work offshore
- Established ServiceNow as "Operating System" of Service Management, supporting >40k users, covering all areas of HR, Risk, Project/Portfolio/Resource Management, and IT Compliance

#### 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
- Delivered multi-cloud strategy across Amazon Web Services (AWS), Azure and on-premise infrastructure

- Built cloud infrastructure to comply with commercial and governmental security regulations inc NIST 800-171
- 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

**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 with primary focus on cloud and server development, financial management, and strategy.*

**THE BLACKSTONE GROUP****2003-2012****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

**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

**PATENT**

- **Communication Protocol** - U.S. Patent US9392059B2

**July 2016****COMMUNITY**

- **Leukaemia & Lymphoma Society**
  - o Three-time participant of America's Most Beautiful Bike Ride > \$500K raised collectively
- **Habitat for Humanity, and Rise for Hunger** - Volunteer Event Coordinator

**EDUCATION**

- **Columbia Business School** - *Advanced Management Program in Leadership & Strategy*
- **SUNY Empire State College** - *Bachelor's Degree in Information Systems Management*