Summary

Ed is a people and results focused senior IT leader with 20+ years in domestic and global experience in SAP / Enterprise Applications, ITIL service management, infrastructure & cloud operations, portfolio management, IT governance and outsourcing operations.

Consulting Areas

- Information Technology
- ERP
- Life Science
- Global Outsourcing
- Service Management
- Operational Consolidation

Expertise

- Continuous Improvement
- Shared Services
- Large-Scale Programs
- ITSM
- Digital Workspace
- P&L and Budgeting
- 3rd Party Vendor Management
- Team Building & Performance Optimizations

Representative Experiences

Global Servicer Management: At Bio-Rad Labs, Ed established the Service Management Office (SMO) to enhance the IT Services Framework, manage strategic service partnerships and day-to-day IT operational policies, while continuing to scale enterprise-wide IT functions.

- Deployed and stabilized the roll-out of the Global Service Desk Operations (24x7) based in Bucharest, Romania with 70 analysts for the IT service desk and back-office operations.
- Integrated the ServiceNow Platform into IT and key business functions to ensure consistent ITIL services.
- Drove down reoccurrence of P1 & P2 system outages by 30% in two years using active problem management review boards and investments where needed.
- Positioned Global IT services to ensure each employee has the same experience with the service desk

Global Enterprise Services: Acquired and restructured the Infrastructure organization to run as a services-based entity. Transformed antiquated Infrastructure towers from reactive towers to services based Global COE's.

- Served as advisor and business partner in order to understand operating team challenges and assist in strategic plans for future business capabilities that require new technology platforms.
- Set operations in place for implementing a Cloud First approach and developing procedures to ensure all future projects are standardized on AWS or vendor supplied cloud environments.
- Built business partner roadmaps to include new capabilities, service maturity and user adoption targets.
- Built out the Digital Workspace team (Google G-Suite & Collaboration, Zoom and Mobility) to foster global internal / external business collaboration.

Past Employers

Bio-Rad Labs, Capgemini, Genentech, Novartis, Sandoz

Education, Training & Certifications

B.S. Accounting – Fairleigh Dickinson University – Madison, NJ
Executive Management Certificates – Penn State – State College, PA