CIO Professional Services LLC

| **Gloria Falcinelli** | **Associate** | **Silicon Valley** |

Summary: Gloria Falcinelli is an IT leader who has built a reputation as a trusted advisor/partner with senior business executives. Gloria identifies needs, defines strategy, communicates approach and builds best-in-class IT teams.

Gloria's diverse experience spans from implementing and leading a global Program Management Office (PMO), business engagement, data center operations and service management, to IT services for the end users. She is experienced at directing large, complex, multi-disciplinary initiatives by collaborating with stakeholders and cross-functional teams to define project strategy and deliver on multimillion-dollar project portfolios.

Consulting Areas

- IT Strategy
- Data Center Strategy & Operations
- IT Governance
- Program/Project Management Office
- Operational Consolidation
- Business Engagement/Alignment
- SaaS delivery

Expertise

- Business Process Improvement
- Large-Scale Program Management
- IT Portfolio Management
- End User Computing
- Vendor Relationship Management
- Organizational Change Management
- Team Building & Performance Optimization
- Service Desk
- Post-merger Integration

Representative Experiences

- **_Data Center Operations and Strategy_** – Led VMware's Data Center Operations teams globally, which included operational continuity and governance for product development/test and IT production data centers.
  - Implemented chargeback model to business units for data center rack usage in 5 largest sites.
  - Launched "Hardware as a Service" offering to R&D, an option to use shared hardware pool for short term testing rather than buying custom testbeds. Through this initiative, drove down costs of R&D hardware budget by 20%, from 80M in 2015 to 60M in 2016.

- **_Global Project Management Office and Business Engagement_** – Created the Technical Operations PMO and business engagement model that included governance, strategy, portfolio management process, and project methodology that aligned with Engineering operational initiatives.
  - Developed and launched an IT PMO model which provided IT project owners the ability to utilize project management and portfolio services based on project scope and complexity (heavy, medium, light). This model enabled functional IT teams to drive projects with the "right amount" of governance and reporting, realizing cost avoidance by utilizing existing resources, and enabling agility.

- **_Global IT Service Management Implementation_** – Led the reengineering of the Service Management tool and associated ITIL processes for all four of the support areas for VMware worldwide (IT, HR, Finance, Real Estate and Workplace). ServiceNow SaaS was the enabling technology. Results included greatly improved user interface, mobile capability, customized metrics dashboards for service owners, and increased procurement efficiency. Post-implementation customer satisfaction increased by 30%.

- **_Organization creation and alignment_** – Developed and launched IT teams from the ground up, including End User Computing, Global Service Desk, Business Engagement, and Continuous Improvement. Team creation included establishing organizational mission, roadmaps, KPIs and associated success metrics.

Past Employers

VMware, Cisco, Gartner, United States Surgical Corporation

Education, Training & Certifications

University of Connecticut; PMP (Project Management Professional, Project Management Institute); CDCMP (Certified Data Center Management Professional); Agile SCRUM Master; ITIL Foundations V3