

Summary Jeff leads our Professional Services team as an inspirational leader with the ability to develop the “big picture” strategy then drive it down to executable tactics for implementation. Clients benefit from Jeff’s 25+ years of experience developing and implementing transformative business strategies.

Jeff’s experience spans both industry (including Materials, Operations and IT Management) and consulting. He developed a unique global perspective and network during his tenure in significant P&L management-level positions managing Ernst & Young’s System Integration practice in Asia Pacific and later their High-Tech sector in Europe, Middle East and Africa (EMEA).



Consulting Areas

- Business and IT alignment
- Information Technology
- Supply Chain Management
- Global Outsourcing
- Customer Service
- Operational Consolidation

Expertise

- Strategic Planning
- Operations
- Large-Scale Program Management
- Quote to Cash processes
- Sales & Marketing
- Product Development
- P&L and Budgeting
- Multi party negotiations
- Facilities Management
- Team Building & Performance Optimization
- Organizational Change Management

Industry Verticals Served

High Tech, Financial Services, Software, Manufacturing, Non Profit, Aerospace & Defense Sectors, Energy & Utilities, Telecommunications

Representative Experiences

- **Transformational CIO Services** – Recently completed 9 months as the interim CIO at a \$500 million fabless semiconductor company. During that time managed 2 small acquisitions (30 FTEs in the U.S., 80 FTEs in Europe), the divestiture of a large division (200 FTEs in Europe), a data center move to a colocation facility, a corporate headquarters relocation, replaced the service desk software saving \$200k in licensing, outsourcing of deskside support for secondary locations globally to a third party, movement of support of our Oracle ERP to Rimini Street saving \$1.1 million, oversaw the transition of IT service delivery to the India Development Center including the hiring of the full time CIO and reduced the budget from \$12.4 million to under \$11 million annually. Oversaw the company’s transitioning to a Work From Home (WFH) environment seamlessly due to Covid-19. Service levels were maintained, and client satisfaction improved.
- **Transformation Program Management** – Served as CIOPS lead for our team that restarted and drove an enterprise-wide IT Transformation for a \$4 billion mortgage services company. The client was struggling with multiple unrationalized acquisitions which resulted in widely heterogeneous applications, infrastructure and regular Sev 1 outages. The CIOPS team was able to right the ship and get the program on track in a matter of months. The SVP of Technology and Compliance was quoted as; “*The CIO Professional Services team has been instrumental in restarting our Transformation Program. We couldn’t have done it without them.*”
- **Quote to Cash Program Management** – Led the enterprise wide Quote to Cash process improvement program for Neustar a global \$1.4 billion provider of information services and. Scope included the revamp of processes and applications streamlining of the sales and legal review process and integration of the sales and finance systems. Results included: 30–60% reduction in sales cycle time: 30–50% reduction in legal deal review work queue; 70% reduction in contract templates used; 15–20% reduction in invoice errors.

Recent Clients

Anaplan, Ariba, Altisource, Driscoll’s, Hewlett-Packard, Intermedia, JUUL Labs, Lockheed, McDonnell Douglas (now Boeing), Mitsubishi Motors, Neustar, Rambus, Salesforce, Torani, YMCA of Silicon Valley

Past Employers

Ernst & Young, Computer Sciences Corporation, Cap Gemini, Boeing, Dresser, Baker/Hughes

Education, Training & Certifications

B.S.B.A., Management Science, Shippensburg University of Pennsylvania