

Summary Jim is a proven IT leader with deep operational experience. This insight enables Jim to develop effective strategies to drive continuous improvement and unlock efficiencies. Clients benefit from Jim’s 18+ years of experience developing and implementing IT operational efficiency strategies and global IT and BPM organizations.



Jim’s experience spans industry (Western Union), Service Provider (CSC & TCS) and IT consulting (ISG). Jim has developed a unique global perspective during his tenure leading transformative programs in the UK, Nordics and Australia.

Consulting Areas

- IT Asset Management (SAM/HAM)
- IT Operations (ITSM)
- Captive Centers
- Third Party Risk Management
- Global Outsourcing
- Technology Vendor Mgt

Expertise

- Strategic Planning
- Vendor Negotiations
- Service Transition & Adoption
- Operational Efficiency
- Technology Governance
- Team Building & Performance Optimization
- Program & Project Mgt
- Continuous Improvement
- Operational Change Mgt
- Technology Organization Design
- Process Alignment

Industry Verticals Served

Software, Manufacturing, Financial Services, Retail & CPG, Energy & Utilities, Telecommunications

Representative Experiences

- **Technology Vendor Management Efficiency & Third Party Risk Management** – Led the creation of the Technology Vendor Management organization accountable for +\$700 million in annual IT spend across global services, contingent labor, hardware, software, data center co-location, telecom and wireless. Consistently delivered 10% efficiency on year over year spend with improved and expanded service. Created the Technology Third Party Risk organization to successfully meet the requirements of regulators such as the CFPB, OCC and FFIEC.
- **ITAM Organizational Design and Deployment** – Established a core, IT Asset Management operation covering hardware (HAM), software (SAM) and wireless (WAM) assets. Organizational design included the selection and successful deployment of the ITAM platforms and development of a global team (Denver & Pune India) to drive process adherence, analysis and rapid resolution of non-compliant activity. In year 1 delivered a 13% efficiency on hardware support and maintenance while remediating substantial software compliance shortfall and successfully closing audits with 3 leading software publishers.
- **Establishing an offshore Product Engineering Center** – Led the development of a +700 FTE offshore advanced product engineering center including site selection, organizational and operational model. Successfully achieved transition of work activity from 3rd Parties to employees at the captive center delivering the intended save and productivity.

Past Employers

Western Union, Information Services Group (ISG/TPI), Tata Consulting Services, Covansys/CSC

Education, Training & Certifications

B.Sc.B.A., Management Science, University of Maine