

## PROFESSIONAL SERVICES RESUME

Your name  
Phone Number  
Linkedin Profile

Email Address  
City, State

A creative business leader with more than 10 years of experience leading and consulting for X, Y and Z industries. A strategic and technical team player with thorough knowledge of business process and highly proficient in business process applications in addition to various operating systems and technical applications including ITIL and the ITSM/ITAM industry.

### Experience

**Healthcare IT Solutions (HITS)  
Manager of Professional Services**

**New York, NY  
2009– Current**

*Healthcare IT Solutions (HITS) provider offers end-to-end clinical and financial technology solutions to more than 400,000 healthcare professionals including 80,000 physician. HITS delivers electronic health records and practice management systems, processes 33 million transactions and 1.3 million e-prescriptions monthly, and serves several specialties including primary care, OB/GYN, pediatrics, cardiology and orthopedics in all sized practices and Community Health Centers.*

Manage and improve delivery services for onsite and remote sessions including training, project management, and total project coordination.

- ▶ Manage a team of on premise and remote resources who provide implementation services to various hospitals and ambulatory offices throughout the country
- ▶ Manage the delivery of over \$1 million per month in training and PM services
- ▶ Implemented strategic changes to standardize the division which allowed for greater effectiveness and time management of team
- ▶ Develop internal support systems for division including cross functional team systems and process automation tools
- ▶ Manage multiple large scale projects simultaneously (Internal and External projects)
- ▶ Created corporate onboarding program for all new Professional Services team members
- ▶ Collaborate with other teams including executives to improve delivery management
- ▶ Increased department revenue by 50% year over year
- ▶ Partner with sales division for all services pre-sales efforts including scoping services and development of formal SOW
- ▶ Develop SOP's for team consumption and process improvement

**Major Software Company (MSC)  
Manager of Professional Services / Practice Leader of Global Services (2005 – 2009)**

**New York, NY**

*With more than 35,000 customer sites worldwide, MSC is a global leader in delivering practical, flexible solutions that allow IT organizations to improve service to their end-users.*

Main objective is to build and expand a new division of Global Services that will allow for the delivery of consulting services remotely at high margin levels including owning the responsibility for MSC's Hosting and SaaS division.

- ▶ Managed a team of on and off premise consultants who deliver approximately 100 customer engagements per month with yearly revenue of over \$7 million

- ▶ Responsible for the SaaS implementation and infrastructure including the promotion of and acquisition of new customers
- ▶ Implemented strategic changes to expand the standardization of Services division which allowed for greater effectiveness and time management of team
- ▶ Develop internal support systems for Services business including cross functional team systems and process automation tools
- ▶ Manage multiple large scale projects simultaneously (Internal and External projects) including multi-site world wide data center infrastructure deployments
- ▶ Use SQL Reporting Services to generate business reports and analyze business trends
- ▶ Design and Implement virtualized server environment using VMware ESX technologies in multiple data centers located throughout the world (New York, Hong Kong, Paris)
- ▶ Create and manage all team projects by using Microsoft Project and PEMBOK best practices
- ▶ Manage human resource needs including interviews, hiring, and terminations

### **Senior Business Analyst/Project Manager (2002 – 2005)**

Main objective was to work with customers and sales team to scope and document customer needs based upon identified implementation best practices.

- ▶ Help sales team communicate value and price to close the deal for all offered services
- ▶ Work with customers to document use cases and SOW requirements for Professional Services engagements and custom development requests
- ▶ Effectively communicate with sales team and field consultants to relay customer needs
- ▶ Create content and deliverables for SOW's for all onsite and remote engagements
- ▶ Work with management to increase total revenue of Professional Services
- ▶ Establish MSC's "Best Practices" for the implementation of organization products

### **Education**

- ▶ Masters of Business Administration, Finance Major, University of Michigan
- ▶ Bachelors of Science, Computer Science Major, University of Michigan

### **Industry Certifications**

- ▶ ITIL Foundations v3
- ▶ MCT (Microsoft Certified Trainer) (Expired)
- ▶ MCSE (Microsoft Certified Systems Engineer) (2000 and 2003)
- ▶ MCSA - (Microsoft Certified Systems Administrator)
- ▶ CCDA (Cisco Certified Design Associate)
- ▶ CCNA (Cisco Certified Network Associate)
- ▶ Net+
- ▶ A+