

Technology Leadership, Strategy and Vendor Management

Repeated success guiding modernization, transformation and creating tech solutions leveraging established and emerging technologies. Skilled program leader building practices and driving continuous improvement in areas of Vendor Management, Procurement, and Third Party Risk Management. Talent for developing IT strategies and executing on visions related to digital transformation, software implementation/integration and infrastructure modernization. Successfully cultivates robust vendor relations while advocating organizational goals and representing senior management's perspective to internal business partners and third parties. Capable of moving quickly through procurement due diligence in order to deliver on-time. Successfully negotiated significant cost savings that compound annually over the life of third party relationships.

Areas of Expertise

- Procurement & Vendor Management
- Project & Program Management
- IT Service Management & End-User Support
- Cloud Contracting & Technical Mentorship
- Risk Management & Strategic Planning
- Stakeholder & Vendor Relations
- Contract & Performance Management
- Contract Negotiations & Renewals
- Technology Solutions and Architecture

Career Experience

National Restaurant Association, Chicago, IL

2012 – Present

Senior Manager, Vendor Management (2017-Present)
Manager, Technology Business Operations and Special Projects (2014-2017)
Technology Business Operations Manager (2013-2017)
Executive Assistant to the CIO (2012-2013)

Answers directly to the Chief Information Officer (CIO) and a key member of the Technology Leadership team for the largest food service trade association in the world with over 500,000 members, and a food safety and certification program that serves over 1,000,000 hospitality employees annually.

- Spearhead remote development and implementation of vendor management and technology procurement programs to improve pricing efficiencies, proactively govern vendors, reduce risk, and cultivate strong vendor relationships.
- Govern Technology department's operational expense budget and technology vendor portfolio of over 115 vendor contracts/services
- Established vendor lifecycle management objectives, procedures, templates and workflow processes, including development of requests for information (RFIs), Request for proposal (RFPs), and Request for Quotations (RFQs) process.
- Monitor and analyze trends in technology and provide input/insights into technology roadmap; identify opportunities and strategies within current technology portfolio to create efficiencies; provide guidance related to change management and communications.
- Facilitate assessment and compliance auditing of vendor practices in key areas such as security, privacy, disaster recovery/business continuity, and data management including privacy and PCI.
- Attend business reviews/meetings and define, implement, and manage core vendor governance processes including KPI reporting, tracking SLAs, performance and compliance assessments, risk management, and performance management.
- Participate in cross-functional collaborations with key project members to pinpoint and mitigate any issues or potential concerns.
- Maintain tactical control of timelines to ensure projects remain on-task and achieve scheduled targets while assisting business partners with business case development and return on investment (ROI) calculations for technology investment initiatives.
- Negotiated cloud-based technology services discounts as high as 50% to 80%, enabling delivery of more enterprise capabilities while reducing expenses.
- Delivered a 70% shift of investment from on premise to cloud-based technology supporting enterprise digital transformation.
- Contributing author and champion of the organization's third-party risk management policy, and member of the Information Security Council
- Implemented third-party risk management platform, creating an enterprise repository for third-party providers and risk registry.

Additional Experience

CEO/Audio Engineer/Producer/Song Writer • Audio Confections, Chicago, IL	2005 – 2012
Senior Database Technologist • Ohio SchoolNet Commission, Columbus, OH	2003 – 2005
Senior Database Technologist • Compuware Corporation, Columbus, Ohio	2001 – 2003
Lead Database Technologist • Solutions On-Site, Lincolnshire, IL	2000 – 2001
Senior Database Administrator • Classified Ventures, Chicago, IL	1998 – 2000
Database Administrator • Sybase Inc., Chicago, IL	1997 – 1998
Database Administrator • IBM Global Services, Chicago, IL	1996 – 1997
Associate Systems Analyst • ComEd, Chicago, IL	1991 – 1996

Education

Bachelor of Science in Electrical Engineering
Marquette University, Milwaukee, WI

Certifications

Certified Technology Procurement Executive (CTPE), Association of CAUCUS Technology Acquisition Professionals
ITIL Foundations ® Certification, PeopleCert and Axelos
Certified Scrum Master (CSM®), Scrum Alliance
Crucial Conversations, VitalSmarts

Affiliations

Association of CAUCUS Technology Acquisition Professionals, Member
International Association of Privacy Professionals, Member

Professional Training

Total Vendor Management, International Computer Negotiations
Negotiations, International Computer Negotiations
Cloud Contracting, International Computer Negotiations
CTPE Training, International Computer Negotiations (Technology, Procurement, Legal, Finance and Contract Management modules)
Third Party Risk Management Professional, Shared Assessments

Technical Proficiencies & Portfolio Experience

Tools:	O365, Excel, Word, Teams, Zoom, Confluence, FreshService, OneTrust, DocuSign, Power Point, PowerBI, Tableau, Lucid Charts, Adobe CC, NetSuite, DocuPeak, Nitro PDF, Concur, UltiPro, and Salesforce
Sourcing Experience:	ERP, tax services, eCommerce, CRM, integration, marketing, security and compliance auditing, data center, cloud computing, IT service delivery, DDoS, WAF, CDN, identity management, security monitoring and testing solutions, application performance monitoring, secondary market hardware and support, networking and server hardware, firewall, collaboration, work productivity, telephone, ISP, MPLS, SDWAN, virtual conferencing, webinar, course authoring, emergency communications, event registration, content management, training, enterprise MFP, technology research, ADA compliance auditing, staffing and contracting
Portfolio Experience:	Microsoft, Oracle, Marketo, Salesforce, Avalara, Workato, Duo Security, Fireeye, Netwrix, OpenText, Xerox, DocuSign, Equinix, IBM, Freshworks, Globalscape, Limelight, LinkedIn, Network Solutions, OneTrust, Ping Identity, Rapid7, Carson & Saint, Checkpoint, Cisco, HPE, Dell, Adobe, Service Express, SolarWinds, ErWin, Workato, CDW Direct, ON24, Zoom, Lumen, Cogent, Versa, Intrado, Verizon Wireless, AT&T Wireless, Trustwave, Robert Half, American Eagle, TEKSystems