

## **EXPERIENCE**

### **Citizenship Pros, LLC**

**Owner**

Buffalo, NY  
May 2019 - Present

#### COMPANY SUMMARY

*Providing a streamlined and cost-effective process to assist American citizens in reclaiming their ancestral Italian citizenship and obtain Italian dual citizenship for themselves and their families for generations to come.*

### **ServiceNow**

**Director-level Customer Success Executive / Success Architect**

Buffalo, NY  
February 2020 – September 2023

#### ROLE SUMMARY

*Served executives of ServiceNow's top Financial Services customers in a management consultant capacity by identifying and providing prescriptive guidance in eliminating gaps that restricted their transformational journey to instead maximize customer outcomes and return on investments made in enterprise products.*

- Developed relationships as a trusted advisor to Product Owners and C-level client leaders to encourage effective program design and operating models that enabled an accelerated path to desired business outcomes and realized value from their chosen platforms
- Facilitated customer success from strategic planning and execution functions that included creating strategic roadmaps, business value identification and realization, program design and enablement, center of excellence, governance framework, and implementation partner strategy
- Respected as a thought leader with a broad and deep understanding of business process concepts who successfully works with cross-functional teams to think outside of the box to drive the identification and implementation of solutions for critical business issues and customer satisfaction
- Provided business acumen for customers through awareness of opportunities and persistent white-glove service to increase overall account ACV growth by 22% YoY and NPS by 75%
- Navigated through corporate politics to gain buy-in from key stakeholders to positively influence direction of organizations in achieving desired customer outcomes
- Recognized as an innovative leader in the creation of reusable delivery assets that were leveraged across customers in many industries by Customer Outcomes/Customer Success groups
- Fostered a culture that supports people who take well-reasoned risks and invited a wide variety of perspectives to optimize collaboration and teamwork across organizational boundaries

### **Accenture**

**Engagement Manager & Solutions Architect, ServiceNow Practice**

Los Angeles, CA  
November 2016 – February 2020

#### ROLE SUMMARY

*Led the full gamut of large-scale implementations including forecasting financial and resource targets, reviewing and updating of contracts to ensure alignment with client expectations and the ability to deliver, initiating change orders, creating project plans, and closely monitoring all of these aspects to produce the highest quality deliverables on schedule and on budget.*

- Engaged in strategic discussions around current pain points and long-term goals of clients to understand and propose custom application solutions for how their business needs can be achieved by expanding their utilization of ServiceNow's product offerings
- Coached organizations in Agile/Scrum delivery methodologies to foster self-motivated and collaborative global teams as well as leveraging real-time analytics used to track progress and present key metrics in the form of velocity trends and burndown charts
- Established and maintained mutually beneficial relationships with client executives to drive continuous improvement within their organizations as well as expanding Accenture's delivery portfolio with existing clients
- Assisted in sales initiatives for securing new opportunities by identifying key client motivators and business needs to then design and deliver tailored digital and oral presentations that were meaningful and compelling to the client

## **KPMG**

**Manager, Management Consulting – CIO Advisory**  
**Sr. Associate, Management Consulting – CIO Advisory**

Los Angeles, CA  
October 2015 – November 2016  
June 2014 – September 2015

- Managed process and development teams to effectively accomplish meeting client expectations with projects ranging from product roadmaps, assessments, initial implementations, additional phased rollouts, and optimization/redesign initiatives
- Led several ITSM assessments for Fortune 500 clients that resulted in development of current state, target state, and remediation backlogs with supporting ITSM transformation roadmaps to guide organizations into achieving their goals
- Created standardized templates to be used across the CIO Advisory practice to assist in streamlining the sales and client mobilization process
- Designed a tailored Business Service Management process and tool configuration for a Fortune 100 client to help drive their IT consulting organization's maturity from being viewed as a Service Provider to a Trusted Advisor for their business clients

## **Accenture**

**Consultant, Delivery Lead – IT Service Excellence, Process Excellence**

Los Angeles, CA  
February 2013 – May 2014

### **ROLE SUMMARY**

*Charged with the mission of identifying client needs and delivering solutions to achieve their goals and gain return on investment for their organization through the use of sound knowledge of ITIL principles and utilization of available ITSM products and platforms such as ServiceNow.*

- Identified and collaborated with stakeholders to assess current state of the organization and its processes as well as strategizing how to meet their short-term and long-term goals
- Performed several aspects of projects including managing schedules, gathering requirements, creating training materials, sending written communications, and presenting deliverables to stakeholders and C-level leadership

## **Bain Capital**

**Project Manager & IT Operations Analyst**

Boston, MA  
July 2010 – February 2013

### **ROLE SUMMARY**

*Responsible for filling gaps in this high-profile organization with a progressively maturing IT environment; in particular, the Service Operations and Service Transition aspects of ITIL, by creating a set of best practices and use of extensive metric reporting and analysis. The position eventually expanded into duties including Project Manager, Change Manager, Incident Manager, and ServiceNow Product Owner.*

### **PROJECT MANAGER FOR NUMEROUS LARGE PROJECTS, INCLUDING THE IT SERVICE MANAGEMENT (ITSM) TOOL'S REPLACEMENT SELECTION AND IMPLEMENTATION:**

- Created a scaled evaluation system which was used to compare the top ITSM products during demos, POV meetings, and using external resources (such as Gartner) to determine which product would provide the most benefit based on the factors most important to the company - ServiceNow was the selected product
- Excelled as a self-taught technical resource for the full design and creation of the Incident Management, Change Management, Asset Management, Problem Management, and Knowledge Base applications within ServiceNow
- Met with non-IT Business representatives to identify where there were gaps in current software functionality to then singlehandedly document requirements, develop, and train on the fully custom applications built within ServiceNow to replace existing software
- Maintained the day-to-day functionality and uptime as the ServiceNow Administrator, as well as continually working with groups within IT to develop new ways the product could be used to meet a broader set of needs in one centralized system

NON-SERVICENOW RESPONSIBILITIES:

- Crafted and deployed all firm-wide email communications regarding maintenance windows, outages, upgrades and general information regarding all IT initiatives
- Facilitated weekly Control Advisory Board meetings and helped to develop a more mature ITIL-driven Change Management process to reduce overall IT risk and downtime
- Collaborated across IT departments and Business Units to develop processes aimed at setting and meeting the expectations of the business by incorporating standardized procedures that improved efficiency and communication within IT and the overall business of the company
- Delivered monthly metrics reports for analyzing trends throughout IT, which were used to drive continuous improvement and focus on eliminating reoccurring issues in the environment

***Senior Executive Support Engineer***

October 2008 – June 2010

ROLE SUMMARY

*Paired with a Sr. Engineer forming the Executive Support Group which succeeded in demonstrating the ability to meet the challenge of supporting the top executives and founding Managing Directors in the firm with superior and immediate technical support while continuously requesting new roles and responsibilities.*

- Maintained a professional demeanor while being solely responsible for supporting highest-demand floors with the highest ticket volume along with top executives of the firm
- Identified bottlenecks in processes and how services were being handled between the helpdesk and the internal service partners and proposed a new process flow which was approved and implemented accordingly
- Undertook the creation and management of the Account Administration Team to standardize how Onboardings, Departures, File/Folder permissions, and Outlook permissions were handled to increase efficiency and consistency to meet audit and regulatory requirements

**State Street Global Advisors**

Boston, MA

***Desktop Engineer, End User Services***

January 2006 – October 2008

ROLE SUMMARY

*Directly supported the top executives of this financial services organization by applying a combination of technical and interpersonal skills to ensure the highest level of availability of their IT hardware and applications.*

- Provided white-glove service and support to executives and senior level management in a very formal financial corporate environment
- Provided day-to-day technical support involving hardware and software troubleshooting, software and hardware upgrades (patches and new hardware requests), Blackberry connectivity, and printer maintenance
- Troubleshot and supported VPN communications for laptops and home offices, AviStar video/audio conference connectivity, and several other software suites related to SSgA

# EDUCATION

**NORTHEASTERN UNIVERSITY**

Boston, MA

**BACHELOR OF SCIENCE DEGREE IN BUSINESS ADMINISTRATION**

PRIMARY CONCENTRATION: Entrepreneurship and Small Business Management

DUAL CONCENTRATION: Management Information Systems

**HARVARD BUSINESS SCHOOL ONLINE**

Boston, MA

SPECIALIZATION IN STRATEGY

## CERTIFICATIONS

MANAGEMENT	ITIL	SERVICE NOW
PRODUCT MANAGER CERTIFICATION	ITIL 4 MANAGING PROFESSIONAL	STRATEGIC PORTFOLIO MANAGEMENT (CIS-SPM)
PROJECT MANAGEMENT PROFESSIONAL (PMP)	ITIL PRACTITIONER	HUMAN RESOURCES (CIS-HR)
BUSINESS RELATIONSHIP MANAGEMENT PROFESSIONAL (BRMP)	ITIL SERVICE STRATEGY (SS)	IT SERVICE MANAGEMENT (CIS-ITSM)
AGILE CERTIFIED PRACTITIONER (PMI-ACP)	ITIL SERVICE TRANSITION (ST)	CERTIFIED SYSTEM ADMINISTRATOR (CSA)
CERTIFIED SCRUM MASTER (CSM)	ITIL SERVICE OFFERINGS AND AGREEMENTS (SOA)	AGILE AND TEST MANAGEMENT 2.0 (MICRO-CERT)
	ITIL RELEASE, CONTROL AND VALIDATION (RCV)	APPLICATION PORTFOLIO MANAGEMENT (MICRO-CERT)
	ITIL v3 FOUNDATIONS	ENTERPRISE ONBOARDING AND TRANSITIONS (MICRO-CERT)