

joebarba@gmail.com

Buffalo, NY

WWW: joebarba.com

Education

Bachelor of Science Degree in Business Administration:

Management Information Systems, Entrepreneurship and Business Management

Northeastern University

Boston, MA

Specialization:

Strategy

Harvard Business School Online

Boston, MA

Certifications

Management:

- Project Management Professional (PMI-PMP)
- Agile Certified Practitioner (PMI-ACP)
- Certified Scrum Master (CSM)
- Business Relationship Management Professional
- Product Manager Certification

ServiceNow Certified

Implementation Specialist:

- Strategic Portfolio Management (SPM)
- IT Service Management (ITSM)
- Human Resources (HRSD)
- Certified System Administrator (CSA)

ITIL:

- ITIL 4 Managing Professional
- ITIL Practitioner
- ITIL Service Strategy
- ITIL Service Transition
- ITIL Service Offerings and Agreements
- ITIL Release, Control, and Validation
- ITIL V3 Foundations

Joseph Barba

Summary

Self-motivated leader, harnessing a unique blend of skills and expertise gained from over 20 years of experience in Information Technology and 15 years of extensive knowledge of the ServiceNow SaaS platform to delight customers. Excellent written and oral communication skills established throughout an exciting management consulting career, leveraged in gaining the confidence of executives to lead organizations in achieving their strategic goals. Detail-oriented project/program manager who is incredibly effective at coordinating with teams around the globe to oversee the successful execution of complex projects from initiation to completion, while building lasting relationships. Proud to be known as a persistent problem solver who thinks outside of the box and embraces the ideas of peers to seek the best possible results. Successful entrepreneur, eager to collaborate again with customers on their ServiceNow journeys to value.

Experience

Chief Executive Officer

Citizenship Pros, LLC | Buffalo, NY | 09/2023 - Current

- Provided 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

Director, Customer Success Executive

ServiceNow | Buffalo, NY | 02/2020 - 09/2023

- Served executives of ServiceNow's top customers in a management consultant capacity by identifying and providing prescriptive guidance in eliminating gaps that restricted their transformational journeys
- Developed relationships as a trusted advisor to Platform/Product Owners and C-level leaders to encourage effective program design and operating models that enabled an accelerated path to desired business outcomes and realized value from their investments in the platform
- Drove the success of customers from strategic planning through execution, which included creating strategic roadmaps, business value goals and realization, program design and enablement, centers of excellence, governance frameworks, and implementation partner strategies
- Provided business acumen for customers through awareness of opportunities and persistent white-glove service to increase customer satisfaction and overall account growth
- Recognized as an innovative leader in the creation of reusable delivery assets that were leveraged across customers around the globe
- Navigated through corporate politics to gain buy-in from key stakeholders to positively influence direction of organizations in achieving desired outcomes

Competencies

- Program leadership
- Cross-functional collaboration
- Strategic planning
- Process improvement
- Operational efficiency
- Relationship management
- Problem solving
- Project management

Engagement Manager & Solutions Architect, ServiceNow Practice

Accenture | Los Angeles, CA | 11/2016 - 02/2020

- 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 risk for all of these aspects to produce the highest quality deliverables on schedule and on budget
- Engaged in strategic leadership discussions around 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

Manager, Management Consulting & CIO Advisory for Financial Services

KPMG | Los Angeles, CA | 06/2014 - 11/2016

- Managed process and development teams to effectively accomplish meeting client expectations with projects ranging from current state assessments, product roadmaps, foundational implementations, phased rollouts for enhancements, and optimization/redesign initiatives
- Created standardized templates to be used across the CIO Advisory practice to assist in streamlining a scalable sales and client mobilization process
- 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

Consultant & Delivery Lead, IT Service Excellence

Accenture | Los Angeles, CA | 02/2013 - 05/2014

- Identified client needs and delivered solutions to achieve their goals and maximize return on investment through the use of sound knowledge of ITIL principles and utilization of ITSM products and platforms such as ServiceNow
- Established and maintained mutually beneficial relationships with client executives to drive continuous improvement within their organizations as well as expanding Accenture's delivery portfolio
- 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

Project Manager & IT Operations Analyst

Bain Capital | Boston, MA | 07/2010 - 02/2013

- Strategically filled gaps in this high-profile organization with a progressively maturing IT environment by taking on duties spanning the roles of Project Manager, Change Manager, Incident Manager, and ServiceNow Product Owner
- Created a scaled evaluation system which was used to compare the top ITSM products during demos, POV meetings, and external resources (such as Gartner) to determine which product would provide the most return on investment based on the factors most important to the organization

- Collaborated with Business stakeholders to identify gaps in current software capabilities to then singlehandedly document requirements, develop, and train on fully custom applications built within ServiceNow to replace existing software
- 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
- 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
- Crafted and deployed all firm-wide email communications regarding maintenance windows, outages, upgrades and general information regarding all IT initiatives
- Collaborated across IT departments and Business Units to develop processes aimed at setting and meeting the expectations of the business by creating standardized processes that improved efficiency and communication within IT and the overall business continuity of the organization
- Developed and analyzed monthly metric reports to identify trends throughout IT, which were used to drive continuous improvement and focus on eliminating reoccurring issues in the environment

Sr. Executive Support Engineer

Bain Capital | Boston, MA | 11/2008 - 06/2010

- Maintained a professional demeanor while being directly responsible for supporting the top executives of the firm with superior and immediate technical support, while also continuing to independently support the highest-demand departments with the highest ticket volumes
- Identified bottlenecks in processes and implemented new workflows to improve how services were being handled between the helpdesk and internal service partners
- 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

Additional Experience

Project Manager

Gillette / Procter & Gamble (P&G) | Boston, MA

Desktop Engineer

State Street Global Advisors | Boston, MA