

Seasoned IT leader and professional with 20 plus years of progressive global management experience in both private and public sector. Proven ability to lead large cross-functional technical teams through all phases of diverse and complex implementations, migrations, technical problem solving across diverse disciplines. Consistently strong record of accomplishments delivering high quality results that meet or exceed timeline and budgetary goals. Strong business acumen. Dedicated to the highest level of performance, personal integrity and business ethics. Core skills include:

***Customer Needs Analysis – Product Management – Risk Mitigation – Quality Assurance – Team Leadership  
Project / Program Management - Vendor Relationship Management – Agile Transformations - Reporting  
Inter-departmental Collaboration – Budgets & Cost Control – SDLC Principles & Methodologies  
Strategic Business & IT Planning – Process Improvements – Change Management – Best IT Practices***

**Certifications:** Project Management Professional (PMP®) • Scrum Master (CSM®) • SAFe® 4.0 Agilist  
ITIL v3 • AWS Technical, Business & TCO Accreditations • Pursuing CCSK and CISSP Certifications

## PROFESSIONAL EXPERIENCE

### St. Jude Children’s Research Hospital/ALSAC

**Sr. Program/Project Manager - Information Security & Compliance (Contractor) 09/2018 – 09/2019**

- Managed Level 1 PCI and GDPR Compliance Programs by building collaborative relationships across the business and relevant functions (e.g., Legal, Info Security, Human Resources, Business Units, Compliance) to work toward common goals
- Maintained InfoSec Roadmap to protect company’s brand
- Provided timely reports to stakeholders on project’s status following RAID approach
- Implemented Managed Detection & Response and Vulnerability Management Solutions with Rapid 7
- Integrated Checkmarx CxSAT solution into DevOPS and DevSecOps processes to secure code from early stages of development (“shift left”)
- Used Agile methodologies with Jira Software on multiple Information Security projects
- Implemented and used Allgress GRC for Risk Assessments and PCI DSS automation
- Mentored other Project Managers team members on achieving deliverables on time and budget
- Supported Network Security and Cloud engineers and analysts on technologies such as IaaS, SaaS, DLP, SIEM, MDR etc.
- Documented requirements for RFPs, Statements of Work and Master Service Agreements

### Resources Global Professionals (RGP) – Phoenix, AZ

**IT Project Management Consultant (Contractor) 05/2018 – 09/2018**

Implement and support global initiatives for strategic clients with onshore and offshore teams:

- Implemented PCI Compliance for largest Travel Management Company
- Reported to CISO while providing timely updates on a Program /Project level to stakeholders
- Guided technical teams on the scope and requirements of the PCI DSS Standard and remediation projects
- Established Compensating Controls Board and processes

### Stargate IT Solutions – Phoenix, AZ

**Co-Founder 10/2017 – Present**

Provides services in managing complex projects for large and mid-size companies in various verticals with cross-functional onshore and offshore teams using Waterfall and Agile methodologies.

- Responsible for creating SOWs and using them for project management needs
- Transitioned to Agile/SAFe for largest medical supply chain distributor in US for Firewalls upgrade project
- Nationwide grocery chain company for Retail Accounting Review Project
- Advised and sell SAP Concur products for SMBs

### **AMERICAN EXPRESS – Phoenix, AZ**

**Project / Product Manager**

**07/2015 – 10/2017**

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Managed Global implementation of Concur Expense SaaS platform in 30+ countries integrated with Oracle EBS and other financial payments processing systems.

- Managed Business and Dev onshore and offshore teams in Implementation and Integration, Upgrade and Post Production Support
- Responsible for building SOW between AMEX and SAP Concur
- Fully automated and reduced travel and expense processing and reporting with integration and automation that previously used by semi-manual processes
- Managed requirements gathering based on Global and Local Travel and Expense Policies with various markets to design, implemented and transitioned into new SaaS solution worldwide
- Used SDLC and Agile/SAFe/SCRUM Kanban as needed
  - Coached teams to use Agile practices and identified key resources
  - Facilitated daily standup meetings, maintained backlogs and created user stories.
  - Developed training materials for target audiences
  - Presented solution for prospect markets
  - Hands-on experience with configuration on administrator level
  - Designed BI using IBM Cognos Reports to provide Data Analytics to stakeholders

### **AVNET TECHNOLOGY SOLUTIONS – Tempe, AZ**

**Project Manager/Solutions Architect (Contractor)**

**09/2014 – 06/2015**

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Consulted and led the global program to design, build and implement IaaS/SaaS Cloud marketplace for resellers, partners and customers in AWS. Managed offshore and onshore teams, overall project plan, schedule, scope and budget of \$2M.

- Led business requirements gathering and implementation of consumption-based billing.
- On-boarded automating of provisioning and billing operations with leading IaaS and SaaS providers.
- Developed SaaS design and implementation plan for Cloud Marketplace with AWS and Azure
- Generated new analytics reports for senior management with advanced dashboards.

### **ONENECK IT SOLUTIONS – Scottsdale, AZ**

**Senior IT Project Manager (Contractor)**

**05/2013 – 08/2014**

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Led advanced transition projects, migrating customers' data centers into Hybrid Cloud. Managed infrastructure services Tier3 data centers' cross-functional onshore and offshore teams. Developed and maintained project schedules, timelines and resources. Was responsible for procurement and overall delivery.

- Implemented Dynamics AX 2012 ERP system projects from the ground up. Ensured customer satisfaction by delivering service on time and within budget.
- Managed customer relations, scoping Statements of Work, allocation of resources and budget.

### **CHARLES SCHWAB – Phoenix, AZ**

**Senior IT Project Manager (Contractor)**

**08/2012 – 03/2013**

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Led seven infrastructure projects from inception to transition. Managed cross-functional teams, technical resources, statements of work, budgets and scheduling.

- Reduced cost of technical resources by 70%. Reassigned roles and responsibilities to maximize ROI.

- Coordinated business and IT operations processes to ensure project completion of milestones on time.
- Improved IT operations processes by building effective relationships with all stakeholders.
- Identified and mitigated risk factors through careful analysis of Earned Value and project monitoring.

### **ARIZONA DOE – Phoenix, AZ**

#### **Network Infrastructure and InfoSec Manager (Contractor)**

**2011 – 2012**

Managed installation, maintenance and implementation of network, server and storage infrastructure. Directed teams of six network and system engineers. Developed project plans, schedules and budgets using Agile and TFS.

- Developed and initiated implementation of a disaster recovery plan. Identified key issues, resource requirements, potential risks and performance metrics. Tracked deliverables and quality control.
- Worked closely with company stakeholders to identify and negotiate technology roadmaps.
- Managed the procurement process of securing hardware, software licenses and deliverables.

### **ARIZONA PUBLIC SERVICES (APS) – Phoenix, AZ**

#### **Senior IT Project Manager (Contractor)**

**2010 – 2011**

Managed complex full life cycle infrastructure projects for the largest utility company in Arizona. Projects included up to nine cross-functional IT engineers. Managed project plans, procurement, statements of work and schedules.

- Upgraded the overall company security standards to the next level by implementing the Next Generation Firewall project. Saved millions of dollars by preventing security breaches, downtime and the potential of government fines.
- Managed all aspects of \$1.2M budget, including scope, procurement, vendor and stakeholder management, security policy design and Disaster Recovery Planning.
- Improved internal customer satisfaction and overall company-wide information security by successfully deploying new version of IE across the enterprise for 9,000+ workstations.

### **DHL IT SERVICES – Tel Aviv Israel / Scottsdale, AZ**

#### **IT Project Manager (Scottsdale)**

**2006 – 2009**

Relocated from Israel to lead business and development teams onshore and offshore in the planning, design, test and deployment of critical business e-commerce applications. Mentored and coached 10 technical personnel.

- Led three e-commerce projects. Designed, developed and upgraded main DHL-USA.com website from .Net front-end functionality with WebLogic Java middleware to Oracle DB and Mainframe.
- Improved performance approximately 80% and wait-time 300% by effectively implementing middleware services and business processes on a major Genesis IVR system upgrade project.
- Archived billions of records and images from the enterprise system to accommodate decommissioning due to data center closure. Accomplished in four months, on time and within budget.

#### **Infrastructure & InfoSec Manager (Israel)**

**2000 – 2006**

- Reduced data center expenses by 200% by implementing VMWARE ESX infrastructure and EMC storage.
- Decreased the retrieval time of paperwork images from three hours to seconds.
- Reduced total cost of ownership of IT resources 150% across seven branches by deploying advanced Citrix infrastructure.

### **EDUCATION**

**Master of Business Administration, Heriot-Watt University, UK**  
**Bachelor of Science, Industrial Engineering, Tel Aviv University, Israel**  
**Bachelor of Science, Physical Methods of Quality Controls, MMI, Belarus**

## TECHNICAL

- **Project Management Information Systems:** Clarity, Rally, Jira, Remedy, PlanView, TFS, MS Project Server, and SharePoint.
  - **Project Management Methodologies:** PMBOK, Waterfall, SDLC, RUP, Agile/Scrum/Kanban.
  - **ERP:** Dynamics AX, Oracle EBS.
  - **BI:** SQL Server Reporting Services, IBM Cognos, Oracle Hyperion, Concur.
  - **Cloud:** Concur, AWS, OpenStack, IBM SoftLayer, Azure, Hybrid Cloud, CenturyLink Cloud Offerings.
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- **Hardware and Software:** UNIX, Windows, Linux, VMware, Servers, EMC and NetApp Storage, WebLogic, Java, Middleware, Citrix, Document Management Systems, SCCM, Genesys IVR.
  - **Databases:** Oracle, SQL Server, Informix.
  - **Networking:** Cisco Nexus Switches, routers, IDF, F5 load balancers, Wireless, MPLS circuits.
  - **IS Security:** Pursuing CISSP, Cisco, Proofpoint, Rapid 7, GRC, McAfee, Palo Alto and Juniper Firewalls, Remote Access Servers. Laptop Encryption, Compliance, Security Strategy, Policies and Standards.

## LANGUAGE PROFICIENCY

Fluent in English, Hebrew and Russian.

## US Citizen