



Henry
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Professional Summary:

Accomplished operations executive with demonstrated ability to deliver mission-critical results in the managed services industry for multinational and global accounts. Experience in corporate development and strategic planning combining visionary operational practices with hands-on, proactive management at all levels to achieve desired results.

SKILL HIGHLIGHTS

- National & global account management
- Client-focused service delivery
- Strong interpersonal, presentation and communications skills
- Channel Distribution and Procurement
- IT service outsourcing in Financial Services
- P&L responsibility with strong business management skills

CORE ACCOMPLISHMENTS

- Transitioned a large infrastructure and cloud environment to provide day to day service delivery and support
- Directed the transformation of a global shared network and telecommunications infrastructure to a managed service delivery model with on-shore and off-shore support model
- Developed strategy and process that enabled sales and support for multinational customers with international deployments
- Founded and ran a profitable, private Value Added Reseller (VAR) for a major technology manufacturer resulting in the sale of the company after 20 years in business

WORK EXPERIENCE

UNIVERSAL Technologies, LLC: Project Manager, NYC Department of Social Services Aug 2020 – Present

- Develop comprehensive project management plans
- Lead the planning and implementation of project
- Facilitate the definition of project scope, goals and deliverables
- Define project tasks and resource requirements
- Track project deliverables using appropriate tools
- Provide management reporting and information dissemination
- Constantly monitor and report on progress of the project to all stakeholders
- Present reports defining project progress, problems and solutions
- Work directly with business stakeholders, clients, designers, developers, and engineers to coordinate the building of applications to spec and on time
- Provide project quality assurance
- Develop quality assurance metrics to measure outputs
- Implement and manage project changes and interventions to achieve project outputs

AtoS; Sr. Director – Global Head of Operations

May 2018 to Aug 2020

Atos is a French multinational information technology service and consulting company headquartered in France and with offices worldwide. It specializes in hi-tech transactional services, unified communications, cloud, big data and cybersecurity services.

- Responsible for service delivery on a \$700M ITO contract to a leading, \$9B global insurance company
- Accountable for all day to day operations including network, voice, cloud, data center, security, service desk, desk side support and change management services

- Responsible for directing the efforts of a varied team in excess of 200 individuals

AtoS; Director - Networks, Security, Communications Services

January 2012 to May 2018

- Responsible for service delivery to a leading global financial company in networks (LAN/WAN), security (eDMZ), and telecommunications
- Lead a team of 70+ engineers and service delivery managers both on shore and off shore
- Successfully implemented the off-shoring of L1/L2 support functions for the ITO contract
- Responsible for the profitability and budget management of the network and telecommunications portion of the ITO contract (worth \$84M)
- Responsible for the refresh and maintenance of the shared network and telecommunications infrastructure

Carousel Industries; Director of Business Development

January 2007 to December 2011

Carousel industries designs, delivers and supports technology solutions as well as financial options for IT Managed Services.

Regional Sales Director

- Manage, lead, and mentor sales and pre-sales professionals with a focus on selling Managed Services
- Responsible for all aspects of a new region, including setting quotas, managing opportunity funnels, supporting customer presentations, and closing net new business
- Work closely with strategic vendor partners to develop training and marketing plans to identify new opportunities

Global Account Relationship Management

- Strengthen client relationships and provide high value-adding services, resulting in a 25% gross profit increase
- Support global account sales team with identifying new clients, writing proposals, negotiating and closing contracts

International Business Development

- Define strategy, business plan, and process for the establishment and the profitable operation of Carousel's international business model
- Develop engagement agreements and create efficient methodology with numerous foreign business partners to execute projects and provide ongoing support plans

Rhyme Communications Inc.; Founder, President & CEO

August 1986 to January 2007

Rhyme Communications provides IT Managed services with a focus on telecommunications and IT integrated solutions.

- Founded company that designed, sold, and maintained telecommunications systems and related technologies to enterprise customers
- Developed all business systems, including product and service offerings, contracts, operational flows, sales and marketing, corporate policies, etc.
- Established banking relationships and set up operating lines of credit to facilitate growth
- Grew company to 42 employees and revenues in excess of \$5M

EDUCATION

City College of New York; BTEE - Electrical Engineering