

## ENTERPRISE INFRASTRUCTURE PROGRAM STRATEGIST

PMP | Lean Six Sigma Black Belt | Waterfall Delivery Leader | Governance Advisor

Innovative enterprise transformation leader known for translating ambiguous enterprise goals into scalable, secure infrastructure programs. Trusted business partner skilled in leading alignment across engineering, product, and operations during high-stakes, multi-organization initiatives. Catalyst of post-merger integrations across data centers, enterprise networks, and compliance frameworks. Delivers system modernization, data center migrations, and PCI-aligned connectivity through precise execution and cross-functional coordination. Builds governance models and planning frameworks that accelerate business transformation, reduce delivery risk, and drive enterprise-wide accountability.

A collaborative, highly inspirational executive, adding value by:

- Infrastructure Program Recovery: Rescuing \$11M infrastructure program by redefining scope, auditing spending, and enforcing governance structure—mitigating \$3M+ overspend and restoring financial control across delivery.
- Hybrid Framework Expansion: Establishing hybrid Waterfall framework to align cybersecurity and engineering, improving delivery focus through intake governance, KPI visibility, and ServiceNow-based planning cadence.
- Merger Network Integration: Unifying post-merger infrastructure by aligning 30+ stakeholders and overseeing resolution of firewall conflicts to deliver secure WAN integration on time and within budget.
- Data Center Integration: Oversaw remediation of 100+ IP conflicts across acquired data centers by leading WAN remediation, stakeholder coordination, and compliance alignment to enable PCI-ready infrastructure scalability.

### AREAS OF EXPERTISE

Portfolio Management | Technical Program and Project Management | Service Reliability Engineering | Waterfall and Hybrid Project Frameworks | Stakeholder Alignment and Management | Leadership | Communication | Technical and non-technical Stakeholder Collaboration | Business Case Development | Budget Forecasting and Management | Schedule Development and Tracking | Executive and Project Reporting | P&L Accountability | Risk Management and Mitigation | Issue Management | Change Management | Ambiguity Resolution | KPI Tracking | Process Optimization | Delivery Enablement | Operational Efficiency | Continuous Process Improvement | Data Center & Application Migration | IT Governance Maturity | WAN Connectivity | Platform Reliability | Secure Network Architecture | Infrastructure Service Delivery | Business Transformation | Operations Management

### TECHNICAL ACUMEN

**INDUSTRY EXPERIENCE:** Payment infrastructure, FinTech, Transaction processing, Enterprise SaaS, Information & Document Management, Custom Software & IT Services, Network architecture, Infrastructure modernization, Security & Compliance

**KNOWLEDGE OF GLOBAL BUSINESS CULTURES:** Global Stakeholder Management, UK, Hong Kong, Manila & Canada Operations

**TOOLS | TECHNOLOGY:** O365 (Word, Excel, Powerpoint, Outlook), Microsoft Project, MS Access, ServiceNow, VPNs, Learning Management Systems, Cloud-Based Service Architecture, Pivot Tables, Data Migration Utilities

**METHODOLOGIES:** PMI (PMBOK), Waterfall and Hybrid Project Frameworks, Kanban

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### PROFESSIONAL EXPERIENCE | KEY ACHIEVEMENTS

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Floor & Decor –

Senior Project Manager

May 2022 – Sep 2024

Directed infrastructure initiatives supporting engineering operations, security workflows, and delivery governance across technology organizations. Managed intake systems, resource planning cycles, and performance reporting workflows aligned to strategic delivery goals. Coordinated cross-functional teams to develop visibility models for forecasting, risk capture, and execution tracking. Streamlined governance workflows and reporting cadence, reducing intake bottlenecks and enabling faster prioritization of high-value initiatives. Supported hybrid operating model development to improve visibility, reporting, and sprint planning cadence.

**Key Functions:** PMO Frameworks, Intake Governance, Resource Forecasting, Hybrid Planning, Executive Collaboration

- **Forecasting Accuracy Improvement:** Created business case process to replace guesswork with data-driven cost estimates, improving forecasting accuracy by over 50% for initiatives ranging from \$100K to \$1M.

## Global Payments –

### Program Manager

Aug 2020 – May 2022

Oversaw post-merger infrastructure integration involving secure WAN connectivity and system alignment between Global Payments and TSYS. Managed international coordination across engineering, architecture, and compliance to define firewall policy, routing design, and data flow segmentation. Aligned timelines, resource schedules, and policy standards across Canada, UK, and U.S. environments to achieve secure, functional infrastructure coexistence. Facilitated execution across remote leadership teams with conflicting delivery practices and compliance expectations.

**Key Functions:** Stakeholder Alignment, Infrastructure Migration, Cultural Integration, Network Architecture, Budget Oversight

- **TSYS Integration:** Led technical integration for TSYS–Global Payments merger, aligning 30–50 cross-org stakeholders to design and implement secure network architecture; completed full integration on time and in budget.

### Senior Project Manager

May 2015 – Aug 2020

Led delivery of infrastructure transformations and operational realignments across acquired data centers, establishing unified network standards and ensuring regulatory alignment. Directed network upgrades, access protocols, and application migrations to support system consolidation. Executed coordination strategy for compliance readiness, dependency tracking, and risk issue closure across regional offices and international platforms. Rebuilt financial controls across infrastructure programs, restoring oversight and influencing multimillion-dollar P&L alignment across engineering and audit teams.

**Key Functions:** Infrastructure Modernization, Risk Mitigation, System Integration, Network Reliability, Platform Scaling

- **Heartland IP Remediation:** Led 1.5-year IP overlap remediation for post-merger datacenter integration between Global Payments and Heartland; collaborated with 30+ stakeholders to audit, resolve conflicts, and secure data.
- **Active Networks Migration:** Revised unrealistic 1-month integration plan to risk-adjusted 7-month timeline for post-merger datacenter integration; aligned 40 stakeholders and delivered complex network project on time with no delays.
- **Network Refresh Rescue:** Took over mismanaged \$11M project with no defined scope; identified actual spend, corrected budget trajectory, and completed project near budget, avoiding \$3M+ in overspend.

### Project Manager

Oct 2013 – May 2015

Managed global infrastructure delivery initiatives to support data center performance, PCI readiness, and scalable connectivity. Directed network segmentation, firewall replacement, and wireless infrastructure rollout across UK, US, and Hong Kong. Coordinated implementation activities with international leads, telecom partners, and security teams to ensure system availability, regulatory compliance, and successful regional alignment. Advanced formalization of change control processes to support long-term audit compliance across distributed project teams.

**Key Functions:** PCI Compliance, Change Control Enablement, Firewall Implementation, Wireless Upgrades, Extranet Design

- **Global Network Upgrade:** Led \$5M+ global network upgrade across six initiatives with zero downtime; delivered wireless, routing, extranet, and firewall enhancements on time across US, UK, and Hong Kong offices.

## Prior Experience

The Training Company | Operations Manager

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## EDUCATION | CERTIFICATIONS

PROJECT MANAGEMENT PROFESSIONAL (PMP) | Project Management Institute

CERTIFIED LEAN SIX SIGMA BLACK BELT | International Society for Six Sigma Certifications

GLASS MANAGEMENT INSTITUTE CERTIFICATION | National Glass Management Institute Training

BAKER JR. COLLEGE | EVERGREEN VALLEY COLLEGE | Business, Data Processing, Accounting (Partial Coursework)