Philip Marlowe

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SENIOR IT PROFESSIONAL / VISIONARY IT LEADER

An astute IT professional with over 24 years of experience reflecting strong leadership skills with hands-on experience encompassing IT Infrastructure Management, Information Security and Application Management, Practice & Delivery Management, Infrastructure Design and Budget/Financial Ownership across multiple geographies. Offers strong guidance to global teams with in-depth experience in ERP and IT Infrastructure Management activities including strategy, planning and pre-sales. Visionary thinker with entrepreneurial attitude, an inspirational leader and outstanding team player; creates robust strategies through a collaborative approach translating vision into achievement. Demonstrates strong analytical, problem solving and decision-making skills with a passion for work well-done and an innate ability to build productive business partnerships. Thrives in fast-paced environment, easily adapting to evolving business and technology challenges.

CORE COMPETENCIES

▪ IT Infrastructure, Security & Application Management ▪ Global Delivery Management ▪ Practice Management & CoE ▪ Communication ▪ Relationship Management ▪ Solution Focus ▪ Enterprise Application Integration ▪ Budget/Cost Management ▪ Process Improvement/Implementation ▪ Pre-sales ▪ Performance Enhancement ▪ Team Management

KEY SKILLS AND ACHIEVEMENTS

- *Leadership -* Oversee multi-phase, multi-dimensional, multi -resource projects from inception to conclusion while maintaining high customer satisfaction. Ensured all Client Satisfaction goals, Service Level Agreements and Contractual Commitments are met. Monitor and adjust estimates to integrate new constraints. Implementation of governance routines for delivery of programs across the portfolio. Mapping and linking business objectives to existing business process flows and designing future-proof processes using best practices and domain expertise.

- *Strategic Planning and Business Development –* Gathers market intelligence and creates strategies, new offerings and entry plans to compete in the market. An in-depth knowledge of developing revenue and setting KPIs to achieve SBU target and business objectives. Leverage enterprise-wide information to re-engineer IT Infrastructure and team strategy into efficient alignment with business priorities.

- *Leadership/Team Building –* Persuasive leader who inspires, motivates, and guides others towards an understood goal, continually leading by example. Actively involved in the recruiting and retaining of key team members. Encourages and facilitates cooperative and collaborative working relationships across all levels, whilst realigning work groups and roles to foster and develop teamwork. Ability to delegate and empower teams and yet retaining an eye for detail; catalyst for cross-fertilisation of ideas/practices across teams and geographies; and, focus on using employee satisfaction as an engine to drive customer satisfaction.

CAREER HISTORY

Sternwood International.   **2015 – Present**

A global conglomerate with $2.4B in total annual revenues.

General Manager – IT   **2015 - Present**

Direct all technology operations. Evaluate business needs, possible outcomes, and business / technology trends. Identify key issues and recommend best fit IT strategies, policies, and procedures. Partner with SBU heads in planning, budgeting, and implementing new technology initiatives. Review and prioritize project requests and identify appropriate resources for project delivery. Lead, coach, and mentor team of 72.

- Provide IT infrastructure services vision, enable innovation and leverage IT trends that can create business value consistent with the organization's requirements and expectations

- Aligning IT with business needs helps the organization streamline business processes.
- Reduced IT Opex cost by $250K - Closed redundant leased lines. Renegotiated Networking contract.
- Ensured systems availability at 99.99%
- Currently implementing enterprise-wide Virtual Desktop Infrastructure on Hyper Converged Infrastructure platform.
- Provide day to day operations of enterprise security consulting, in the area of information asset management, risk and vulnerability management, audit and compliance, security awareness and training.
- Instituted and managed Information Security Programs to formalize Organization's security policies and mitigate existing and new threats as they are discovered.
- Developed Governance structure to reduce risks in business processes, enhance information security, and comply with regulatory requirements.
- Continuing work to implement a security framework and security policies across organization.
- Planned and managed Microsoft Exchange (on premise) to O365 migration across organization.
- Working on deploying Xen-mobile solution and mobile strategy that includes IOS and Android devices.
- Working on revising Internet facing Application Security.
- Develop and review budgets for and from IT department and ensure they comply with stated goals, guidelines, and objectives.
- Managed a team of IT professionals responsible for IT infrastructure including Network LAN, WAN, IT Security, MPLS Data Network, Data Centers, Disaster Recovery facilities, Microsoft Exchange and O365, ERP applications, telecommunications, various third party applications including CRM, Internal reporting, database management and IT help desk.
- Owned IT applications portfolio and develop a roadmap for the same.
- Spearheaded creation of 3-year strategic roadmaps instrumental in executive team planning for IT; clearly conveyed replacement risks for end-of-life infrastructures.
- Evaluate new technologies for competitive advantage and make recommendations for the improvement of the IT infrastructure and IT systems.

EARLIER CAREER

Brasher Enterprises   **2014 – 2015**
(Global IT Consulting partner focused on IT Services, high end Consulting and Program Management for Large Organization.)
Vice President

- Responsible for New Business for ERP and IT Infrastructure Management Services
- Complete ownership Customer accounts right from Sales to Delivery.
- Manage cost and focus on efficiency improvement initiatives to achieve bottom line target performance.
- Determines strategic product and service vendor relationships and manages ongoing partnerships.
- Established technology and application architectures and component products to accelerate new market introductions.
- Responsible and accountable for Inter IT Infrastructure as well as Applications for the organization
- Work with Support functions to define & implement process for various delivery functions like Project Management Office (PMO), IT Infrastructure, Quality, Resource Management & People Management

Velma Solutions   **1995 – 2014**
(Global IT Consulting and product engineering partner focused on co-innovating domain intensive technology solutions.)
Practice & Delivery Director - IMS   **2011 - 2014**

- Grew Infrastructure Management Services Practice with revenue growth of 40% Y-o-Y
- Achieved 40% SBU Operating Profit Y-o-Y and EBITDA of 31+% for the SBU
- Managed, Optimized and Controlled Practice & Delivery performance, P&L in excess of $15Million and People Management aspects of the SBU.
- Enhanced the productivity (Utilization) of the overall team by 35%
- Ownership of designated and high-visibility projects from pre-sales to delivery.
- Leading team of 6 Senior Management (direct report) and overall IMS SBU team of 200+ professionals globally.
- Spearheading the entire IT infrastructure Practice & Delivery at onsite as well as offshore, managing servers, network, storage, databases, middleware, messaging and end user systems to ensure maximum availability.
- Complete ownership of IMS Delivery. Ensured that projects deliver the value/ROI agreed upon within the engagement.
- Manage cost and focus on efficiency improvement initiatives to achieve bottom line target performance
- Drive account and market specific strategy for Business Development with Sales and Account Growth Team.

- Created the overall cloud services offerings and roadmap which will align to OUR CLIENT's future strategy roadmap
- Build a strong team of cloud architects to meet/exceed organizational goals.
- Created new offerings like Enterprise Application Architecture Management, Hosting Services, Service Operation Center, JDE SaaS, Engineering Infrastructure Management and many more for IMS Practice.
- Implemented SAP and JDE ERP on AWS cloud.
- Determines strategic product and service vendor relationships and manages ongoing partnerships.
- Established technology and application architectures and component products to accelerate new market introductions.

Practice and Delivery Manager – IMS & JDE   2007 - 2010

- Established and grew IMS Practice.
- Drove revenue by over 200% within a time period of 2 years and penetrated market with IMS services.
- Head the Infrastructure Management Services (IMS) Team, which also serves as the Technology Pillar for all LOBs like Business Intelligence, Products and Technology, JD Edwards ERP and Oracle Apps.
- Instrumental in exceeding the 2009 target for IMS Practice.
- Headed JDE Practice and owner of Technology Road map for JDE Practice.
- Ensure continuous delivery of IT services through oversight of service level agreements with end users and monitoring of IT systems performance.
- Build and lead high-performance team to manage, implement and streamline complex IT Projects.
- Part of a Core Team that nurtured & grew IMS as well as JDE Practice to the point where JDE Practice was acknowledged by TBS & TLG Research as the 'Largest JDE Practice Globally'.
- Member of the Team that drove Quality adoption across the Enterprise as part of the CMMi Accreditation process.
- Conceptualized and implemented 24/7 onsite/offshore model to manage the entire Infrastructure needs of our largest Customer globally, which was considered as the 'Best Executed Project'.
- Implemented the Global Pre-Sales Cell to act as a Single Point Window for Field Sales Organization for all customer/market facing artifacts' (Proposals, Points of View, Capability Statements, RFP Responses etc.)
- Streamlined and introduced the mechanisms for measurement & reporting of Customer & Employee Satisfaction in every relevant engagement.
- Devised the Project Manager Handbook for significantly raising and standardized the general standard of Project Management across the company.
- Distinction of being a catalyst to enhance collaboration amongst the various Practices.

Program Manager   2005 – 2006

- Delivery Budget and Expense approvals, setting metrics & analyzing results versus business plan
- Directing, planning, and monitoring projects, process improvement and innovation, empowering others to take action.
- Implemented processes for various delivery functions like Project Management Office (PMO), Resource Management & People Management.
- Recruited and built the teams to implement new products and technology.
- Managed CNC & JDE Development Department which includes Project / Resource / Cost Management.
- Managed AsiaPac Region Delivery, assisted sales in estimation and proposals. Provided solutions to Japanese customers
- Involved in defining (JDE Oriented) Offshore Development Methodology.
- Involved in defining policies. Introduced Scorecard & Appraisal process for Delivery Organization.
- Defined Roles and responsibilities of Project Lead, Project Manager & Technology Architect as part of Delivery Organization.
- Improved overall Delivery Efficiency by executing ideas.
- Won 2006 Annual Quality Award for Best Project for an Offshore Development Project.

Client Manager   2002– 2004

- Managed multiple customers and catalyst for account growth.
- Pre-sales support Study, scoping, proposals, solution presentation.
- Mapping and linking Client's business objectives to existing business process flows and designing future-proof processes using best practices and domain expertise.

Project Manager   1999 – 2001

- Successfully managed Project Estimation, planning, execution & control.
- Liaison with client, onsite and offshore team from project site

- Managed the SoCal Localization Project and team which Designed & Developed specific localization module based on various statutory requirements like Excise, Sales Tax, TDS (Tax Deducted at Source)
- Built JDE Technology Pillar (CNC Team).
- Responsible for Installation, Upgrade and migration of JDE ERP Architecture.
- Performed Administration, performance tuning and troubleshooting of ERP Architecture.
- Responsible for AS/400 administration.
- Conducted training on JDE OneWorld Installation
- Installed OneWorld on various platforms & upgraded various versions of OneWorld.

Technical Consultant / Sr. Technical Consultant   **1995 – 1999**

- Understanding and analyzing standard requirements for interfaces, modifications and conversions
- Preparing high level specification for all the technical work
- Responsible for New Development and customization.
- Prepared a complete Technical work plan for developing all applications/reports.
- Responsible for testing jointly with functional team all applications.
- Developed specific location module.

EDP Officer – The Big Sleep (a Pharmaceutical Company)   **1993 – 1995**

- Developed Material Resource Planning, Purchase Order and Inventory System.
- Involved in implementing BPCS ERP Solutions and developing multiple applications of Pharmaceutical requirements.

Technical Consultant – Orfamay Quest. (Software Product Company)   **1991 - 1992**

- Worked as Technical consultant. Involved in implementation of Time Office System for various customers.
- Designed, Developed, Implemented and support ted Time Office System for Hotel Industry and Manufacturing Companies.

Assistant Process Technician – Terry Lennox (Petroleum Refinery)   **1991 - 1991**

- Worked as Assistant Process Technician for one of the largest refineries

ACADEMICS AND PROFESSIONAL QUALIFICATIONS

MBA, UCLA, Los Angeles, CA 2017
MSIS, UCLA, Los Angeles, CA 1990
BSEE, USC, Los Angeles, CA 1987

CERTIFICATIONS

Basics of Supply Chain Management - APICS, USA	1997
Project Management Professional (PMP) - Project Management Institute, USA	2005
Oracle CNC Certified Specialist - Oracle, USA	2011
Oracle Exadata Presales Specialist - Oracle, USA	2013

PROFESSIONAL TRAINING

3TP Middle Management Program
Six Sigma Green Belt

References available upon request