

Senior Director, Digital Technology

I am a strategic executive with over 20 years of leadership in the banking and IT sectors, specializing in ATM product management, operations, and risk control. Expert in forging partnerships with vendors, LOBs, and risk teams to drive best-in-class service and negotiate optimal pricing. Proven ability to deliver executive oversight and transparency, framing complex business and technology tradeoffs to gain endorsement from senior leadership and regulators. Adept at building strategic roadmaps and developing high-accountability teams to improve performance and achieve core business objectives.

CORE COMPETENCIES

Strategy & Executive Leadership
P&L Financial Management
Digital Transformation
Vendor Management & Negotiation
Cybersecurity & Risk Management

Product Management
Service Delivery & ITSM
Global Team Leadership & Development
Data Analytics & Business Intelligence
Enterprise Architecture & Modernization

PROFESSIONAL EXPERIENCE

Senior IT Delivery Manager | Huntington National Bank | Columbus, OH | 10/2023 - Present

Senior IT leader directing strategy and execution for the bank's core digital services, overseeing IT standards, cybersecurity, vendor management, and software architecture.

- **Cybersecurity & Risk Mitigation:** Spearheaded a comprehensive security overhaul by deploying AI-driven EDR and modernizing IAM/PAM solutions. Slashed critical vulnerabilities by 85% and achieved 99.9% configuration drift management, while reducing annual security tooling expenses by \$1.2M.
- **Agile Transformation & Performance Turnaround:** Rebuilt and restructured a developer team to resolve a multi-year production backlog. Implemented agile processes that slashed software delivery cycles from several months to just 20 days, enabling rapid feature deployment.
- **Strategic Planning & Modernization:** Authored and executed a 3-year technology roadmap focused on modernizing architecture, QA, and DevOps practices, aligning IT initiatives with executive business goals to drive long-term stability and innovation.

VP Product Group Manager | Huntington National Bank | Columbus, OH | 10/2022 – 10/2023

Oversaw product strategy and P&L for the bank's self-service solutions portfolio, using data analytics and ROI analysis to drive performance and enhance customer experience.

- **Product Management:** Developed product strategy and vision to deliver customer value. Researched customer demand and designed features to improve experience. Secured stakeholder approval by authoring compelling business cases for key initiatives in ATM, payment, and cash movement.
- **System Performance & Availability:** Lifted ATM fleet availability from 85% to 96.5% by implementing a data-driven servicing strategy to prioritize critical bug fixes and targeted hardware investments.
- **Strategic Sourcing & Risk Mitigation:** Enhanced vendor accountability through a strategic multi-sourcing initiative, boosting overall partner performance by 20% while seamlessly transitioning 10% of service contracts to mitigate risk.
- **Cost & Vendor Management:** Reduced total cost of ownership by mastering vendor contracts and enforcing strict SLA terms, slashing the \$55M operating budget by \$1M.

Enterprise Delivery Director | Diebold Nixdorf | Philadelphia, PA | 09/2017 – 10/2022

Senior leader for global professional and managed services, directing global ATM operations, major incident response, and software deployment for key enterprise clients. Adept at building C-level relationships to align technology initiatives with business goals and secure enterprise contracts.

- **Profitability & Revenue Growth:** Expanded managed services profit margins from ~30% to over 55% by implementing strategic technology initiatives and team reorganization, achieving \$750K in annual savings.
- **High-Stakes Negotiation & Contract Wins:** Led negotiations for a critical 5-year contract renewal, securing a \$300M hardware order and leveraging key customer relationships to avoid over \$5M in potential penalties.
- **Operational Excellence & Resiliency:** Reduced major incidents and software patch intervention rates by redesigning deployment processes and enhancing system redundancy for a global ATM fleet.
- **Global Team Leadership:** Managed 24/7 contact center and data analytics teams across the US, Canada, and India, driving a culture of data-driven decision-making and continuous improvement. Built repeatable processes to manage the complexity of ATM performance management, driving improvements in customer satisfaction and uptime.

Manager, Customer Solutions & Logistics | Diebold Nixdorf, Princeton, NJ | 02/2003 – 09/2017

Held progressive leadership roles managing field service operations, P&L, and logistics for the Northeast region. Promoted to oversee a \$16M budget and a team of 30 technicians, consistently exceeding revenue and performance targets.

- **P&L and Contract Growth:** Directly managed a \$16M annual budget and drove service improvements that secured \$2M in service contract extensions by drastically reducing critical account escalations.
- **Operational & Inventory Efficiency:** Optimized logistics and inventory control, reducing on-hand inventory by 16% while simultaneously increasing parts fill rate to 95%, improving cash flow and technician effectiveness.
- **Team Leadership & Talent Development:** Reversed high attrition by realigning team territories, removing non-performers, and building a talent pipeline with local technical schools, successfully hiring and developing a dozen new technicians.

EDUCATION

- **Six Sigma Green Belt Certificate, Southwestern College, Winfield, KS**
- **Bachelor of Science in Business Administration, Southwestern College, Winfield, KS**

TECHNICAL SKILLS

Cybersecurity: EDR, ZTNA, TVM, IAM, SEIM, NIST

IT: Asset Management, IT Standards, ITIL

Platforms: Azure, ServiceNow, Salesforce, PowerBI

Development: Agile, DevOps, API, SQL

Industry: Payments Systems, ATM Software, XFS, PCI DSS

Analytics: Data Modeling, Data Governance, Regression