

JOSEPH A. ROSALIA

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SUMMARY: Results driven IT Executive with expertise envisioning and leading technology based, multi-million-dollar revenue and growth initiatives grounded solidly on business and economic value. Management career with demonstrated ability to build peak-performing teams; achieve cross-functional business objectives in delivering projects on time. Valued member of senior executive teams, contributing a seasoned, broad-based perspective to create pragmatic IT strategies and implementation plans designed for maximum returns at the lowest possible cost. Lead the delivery of multiple projects and accountable to executive management and the Project Sponsors for their outcome (Scope, Time, Cost, Customer Satisfaction, Risk & Quality). Set the direction of project work streams with regard to process, deliverables and timelines. Integrated multiple functional areas of technology and the business in the planning, execution, control and implementation of the project portfolio and managing critical dependencies.

SKILLS: IT Strategy & Execution, Enterprise IT Systems Organizational Design & Restructuring ,IT Pipeline Management Mergers & Acquisitions, New Product & Technology Launch, Time & Resource Organization, IT Governance & Best Practice, Business Process Reengineering –BPR, Standards/Policies Process Improvement, Vendor & Contract Negotiation, Program & Project Management ,Information Architecture, Procurement Management ,Business Strategy, BCP, DR, Operations Management, Process Methodologies – PMI, ITIL Risk & Change Management ,Matrix Management, Application Development – SDLC, MS Project, Excel, PowerPoint, Visio IT Compliance, IT Security, PCI, Workstream Management ,Identity Management, Server & SAN Virtualization, SAN Deployment/Expansion People Soft, SAP, SAS, Remedy, Clarity, Citrix, Share Point, PPM ,Asset Management ,SOW, RFP, RFI, Proposals, Resource Management, Management of large teams 90+, PMI Standards/Methodology, Office 365,ServiceNow, AWS, Azure, Mainframe, SaaS tech stack, Google Workspaces, Zoom, Slack, Atlassian products, Octa

EXPERIENCE:

ECOMMERCE CONSORTIUM, INC – NEW YORK, NY (Feb.02 - Present)

Principal

What I Do:

- **Portfolio Management** - Oversee and be accountable for a portfolio of work that furthers strategic company objectives; “Zoom in” to projects to help manage and course-correct as needed; Apply specialized knowledge of industry standards/practices to programs and initiatives; Define and regularly report on metrics and measurement for programs and projects within the portfolio; Own business outcomes by working with business area leaders to influence strategy.
- **Strategy** - Drive strategic alignment across business units to succeed against company-wide goals; Provide analysis and thought leadership on issues critical to the success of the business's strategic goals; Understand strategic partner’s objectives; Advise on the necessary programs to achieve success and provide value to; Develop a roadmap or framework for those programs.
- **Create Clarity and Solutions** - Direct and be accountable for related business transformation; Understand the relationships and impacts of programs and initiatives across business units; Provide recommendations on complex program dependencies that could affect the success of other initiatives. Be critical of established processes and suggest relevant improvements.
- **Drive Alignment** - Drive strategic alignment across business units to succeed against company-wide goals, Drive adoption of new processes across the organization.
- **Manage Risk** - Continuously monitor portfolio exposure and ensure appropriate risk communication, escalation, and risk mitigation plans are in place.
- **Develop Others** - As a servant leader, have a direct and positive impact on a wide number of people and teams; Provide strategic opportunities to others to help close their skill gaps; Coach program and project managers on best practices.

Who I Am:

- **Adaptability:** Highly adaptable and agile in an exceptionally dynamic and fast-paced environment; Able to thrive within ambiguity.
- **Experience:** I have 20+ years of experience in the project/program management space leading cross-functional teams to deliver strategic initiatives and emerging needs; I have experience influencing executive leadership and setting expectations for major cross-functional initiatives; I have successfully leveraged organizational change management practices to drive successful business outcomes.
- **Communications:** Effectively and concisely communicate to leadership; Effectively set expectations, tell a story, highlight misalignment; Effectively partner & present with senior executives; Able to have critical conversations.
- **Influence:** Able to achieve buy-in at executive & all levels and influence without authority; Readily understand business drivers, program impact, and individual motivations; Successful at getting buy-in for your ideas, leveraging data where impactful.
- **Skills** - Deep understanding of portfolio management best practices and strong organizational skills; 6σ, CSM, BPM, BPR, BCM, ISO:9000 certifications.

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- **Growth Mindset** - Continually seeking opportunities to improve self and others.
- **Problem Solving** - Consistently demonstrate good judgement, critical thinking, and creative solutioning.
- **Enthusiasm** - Demonstrated interest in the Technology space and related initiatives.

CONSULTING PROJECTS: (For eCommerce Consortium, Inc.)

RENEW FINANCIAL - REMOTE (September.21 – January.22)

Provisional Program Manager

Scope: Re-develop a custom-built Loan Origination System (LOS) to function on a SaaS platform and deploy to customer base.

- Partner with vendors to plan and deliver workstream activities and deliverables, track and follow up on closure of key milestones and issues. Prepare and facilitate vendor status meetings
- Develop collaborative relationships with vendors, partner day to day, influencing and coaching where necessary to ensure execution, monitoring and controlling, working sessions works within the larger program construct
- Manage program governance and delivery team structure involving multiple work streams and facilitate cross functional (including vendors) meetings to bring the various work streams together to plan and deliver key milestones, understand and manage schedules, issues, risks, and dependencies
- Partner closely with the project leads of each workstream to harmonize project ceremonies, and facilitate resolution to blocks and mitigate risks, breakdown work into actionable plans, track decisions and open items driving to resolution
- Establish and manage key performance metrics for the program
- Multi-vendor environment, develop detailed work plans, estimation models, run scrum ceremonies etc. as needed to support the vendors and other workstream leads
- Partner with Product Managers to communicate and involve business stakeholders in various activities from requirements gathering, process redesign, test planning, communication planning, training and rollout, and operational process maturity
- Produce program dashboard and periodic program status reports and steering committee updates
- Monitor and reconcile vendor delivery progress and billing
- Ensure structure, RACI and RAID are in place, maintained and relevant

FEDERAL CLIENT – NEW YORK, NY (July.20 – July.21)

Senior Program Manager

Manage daily operations, program budget, ongoing and new technology projects, Creation of Statements of Work and Work Orders, Microsoft Project methodology, Change Management, Governance, Process and Procedure documentation, Process Improvement, weekly reporting to Management

MUFG – JERSEY CITY, NJ (June.17 – July.20)

Enterprise Program Management Office Consultant

ITS Planning and Project Delivery – Integrated Services for the Americas

Oversight for Bank Infrastructure Projects:

- Governance of program (Issue/Risk and change management)
- Lead cross-functional solution delivery teams (Agile and Waterfall)
- Budget Management, WBS, Project artifacts
- Review deliverable items, obtain appropriate business approvals, and provide final sign-off for milestones, Delivery of Weekly and Monthly reporting presentations
- PMI methodologies followed
- Program included (Waterfall Methodology) Payment Broker Upgrade, Implementation of: Mainframe, O365, Service Now: Enterprise (Agile Methodology) Deployment (Service Desk/Password reset, Event Mgt, Data Center Ops, Infrastructure Provisioning, CI/CD Delivery Pipeline, Security Operations, Employee Journey), AWS Platform implementation, Azure Active Directory implementation

FEDERAL CLIENT – NEW YORK, NY (Aug.16 – June.17)

Program Manager- Datacenter Relocation and Migration

Managed a very aggressive timeline to relocate and migrate the company's datacenter into two redundant larger strategic datacenters to facilitate a disaster recovery environment

Inclusive of Cloud application servers, network and storage equipment

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- Governance of program (Issue/Risk and change management)
- Lead cross-functional solution delivery teams
- Automation of workflow processes
- Conduct feasibility studies and evaluations
- Negotiate agreements with and manage external vendors and consultants
- Review deliverable items, obtain appropriate business approvals, and provide final sign-off for milestones
- Delivery of Weekly and Monthly reporting presentations

GUARDIAN LIFE -BETHLEHAM, PA (May.16 –Aug.16)

Technical Data Center Manager

- 3 month consulting M&A assignment to implement 112 Physical/Virtual Windows/Linux Servers, 24 ESX hosts, XtremIO and NAS storage, O365

ESTEE LAUDER – NEW YORK, NY (Jan.16 – Mar.16)

Global Program Manager

- 3 month consulting assignment to align Program issue/risk registers and reporting
- Implemented Share Point site

McGRAW HILL– NEW YORK, NY (Feb.13 – May.15)

PMO Program/Project Manager

Global Tech Refresh:

Managed Global and Local Storage Migrations:

- NAS and SAN Migrations
- Governance of program (Issue/Risk and change management)
- Lead cross-functional solution delivery teams
- Procurement of EMC ESX hardware and NAS storage
- Negotiate agreements with and manage external vendors and consultants
- Review deliverable items, obtain appropriate business approvals, and provide final sign-off for milestones

XO Datacenter Relocation:

Managed a very aggressive timeline to relocate the SP CAP IQ XO datacenter to a strategic datacenter
Inclusive of application servers, network and storage equipment (1200 assets)

- Governance of program Issue/Risk and change management)
- Lead cross-functional solution delivery teams
- Automation of workflow processes
- Conduct feasibility studies and evaluations
- Negotiate agreements with and manage external vendors and consultants
- Review deliverable items, obtain appropriate business approvals, and provide final sign-off for milestones

Disaster Recovery Datacenter Relocation:

Managed a very aggressive timeline to restore the companies DR environment that was devastated by Hurricane Sandy:

- Relocated the companies DR Datacenter (600 assets) including Mainframe
- Maintained Master Project Plans and Issue/Risk and change management, champion governance for PMO
- Vendor management
- Matrix resource management
- Timeline management and Asset management
- Application migration

CITI–JERSEY CITY & WARREN, NJ (Nov.11 – Jul.12)

Senior Program/Project Manager

- Responsible for Datacenter closure and relocation of the Commercial Cards environment to a new datacenter.
- Maintained Master Project Plans and Issue/Risk and change management, Governance, managed SharePoint site
- Executive reporting to the PMO
- PMI methodologies followed

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THOMSON REUTERS – NEW YORK, NY (Jun.11 – Nov.11)

Global Service Delivery Manager

- Served as the liaison between the business units and all the technical teams
- Managed a Portfolio of 15 projects holding values between 6M and 25M
- Responsible for Pipeline Management and Roadmaps
- Maintained Master project plans that are updated by the technical team leads, managed SharePoint Site
- Reported to the Governance Committee.
- Tailored the use and level of specific project management techniques to each assignment as appropriate (Requirements Management, Risk Management, Change Management and Governance). Clear and effective communication of items requiring escalation and expedited resolution

DEPOSITORY TRUST AND CLEARING – NEW YORK, NY (Dec.10 – Jun.11)

Program/Project Manager - PMO

Was responsible for efforts within the Infrastructure area of the company:

- Pipeline Managed for the CISO.
- Managed a portfolio of seven infrastructure projects, which included SAN components.
- Prepared weekly and monthly reports for senior management and IT governance, managed SharePoint Site
- Addressed IT audit items

THOMSON REUTERS – NEW YORK, NY (Jun.09 – Dec.10)

Program/Project Manager – Technical Operations Programme Management Group

- Responsible for efforts within the Investment and Advisory pillars that included procurement of new, swing hardware, SAN and Virtual environments, weekly reporting, scope of work creation, project plans utilizing Microsoft Project methodology, Clarity and Share Point.
- Managed business expectations as liaison to all technology departments on Data Center closures, new product releases, BAU projects, product environment expansions, product enhancements, SAN deployments, Virtual Server deployments and migrations, Business Continuity Planning. Managed SharePoint Site

AIG – NEW YORK, NY (Jan.08 – Dec.08)

Sr. Project Manager – PMO

Project Management office with responsibilities for the Investments department's technology project efforts
Champion change management, weekly status reporting, creation of Statements of Work, Process Improvement, Process and Procedure documentation.

Projects:

- Data Center Migrated to consolidate NY & NJ offices to other locations NC and DFW
- AD migrated for all the international locations
- Enterprise wide Safe Boot effort.
- Business Continuity Planned

PORT AUTHORITY – NEW YORK, NY (Apr.05 – Jan.08)

IBM Project Manager – PMO

- Managed daily operations, custom replacement processes, hardware order authorization, manage the following efforts: service requests, IMAC call ticket placement, Customer service ticket escalation, VIP service management, MVS service management, Billable maintenance call management, maintenance entitlement issues, Daily ESC tickets review
- Reporting: Weekly service tickets, weekly status reported, monthly stats reported, procurement tracked, PR tracked

UNISYS Project Manager – PMO

- Managed daily operations, program budget, ongoing and new technology projects, Creation of Statements of Work and Work Orders, Microsoft Project methodology, Change Management, Governance, Process and Procedure documentation, Process Improvement, weekly reporting to the Port Authority Management comity.

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- Responsible for the World Trade Center Security System, Database Systems and Distributed Systems of the Port Authority that reside at JFK, LGA, and EWR Airports, Bus Terminal and New York City home office, Bridges & Tunnels and Path trains.

Projects:

- Identity Management implementation including External identity integration using Novell Identity Manager
- Active Directory implemented including role management that integrated with Novell Identity Manager
- Infrastructure upgraded to facilitate the Identity management implementation
- Domain consolidated to ensure authentication, authorization, and identity management.
- VMware implemented; Mainframe converted to storage platform
- Business Continuity Planned

MORGAN STANLEY – NEW YORK, NY (Oct.04 – Apr.05)

Project Manager - PMO

- Managed the Wan Redesign Project that consisted of 24 Data centers and 500 Branch offices. The scope of the project was to move the company from a Token Ring environment to an Ethernet backbone

METRODOOR, INC – HAUPPAGUE, NEW YORK (Aug.03 – July 04)

Privately held \$30 million Manufacturing corporation

Information Technology Manager

- Re designed the company's infrastructure to include a CISCO WAN for 2 existing satellite (that were on a 56k line) locations (including new PBX systems in the two existing locations) in addition to architecting a solution for the On Call users (Home workers) that included VOIP in including an additional new satellite office that also utilized VOIP. Implemented a Pix Firewall (with VPN) and Kerio proxy server on a newly designed CISCO switched LAN. Expanded Mainframe connectivity to new remote locations.

FULL TIME EMPLOYMENT:

BAYSIDE CONTROLS – PORT WASHINGTON, NY (Feb.01 – Feb.02) *Information Technology Manger*

Mi8 CORPORATION- New York, NY (Nov.99 – Feb.01) *Director of Information Technology*

PRUDENTIAL SECURITIES, - NEW YORK, NY (Apr.97 – Nov.99) *AVP of Information Technology*

METLIFE – NEW YORK, NY - (Sept.95 – Apr.97) *Senior Systems Engineer*

BETA BUSINESS PRODUCTS, NEW YORK, NY (Jan.90 – Sept.95) *MIS Manager for Hoffman La Roche*

THE ENERGY SAVINGS STORE, BROOKLYN, NY (Jun.85 – Jan.90) *Computer Assistant*

EDUCATION:

Brooklyn College - Bachelor of Science in Information Technology (1985)

Grumman Data Systems Institute - Diploma: Computer Programming (1991)

CERTIFICATIONS:

Scrum Master Certification - #823000 (2021)

Scrum Fundamentals Certification #827935 (2021)

Six Sigma Certification # 827049 (2021)

Project Management Professional – PMP (2009)

Quality Systems International - Certificate in ISO Standards (2001)

PIC - Certificate in ISO Implementation (2001)

Rummler & Brache - Certificate in Business Re-Engineering (2001)

Prudential Securities Education Center - Certificates in Programming HTML, Dynamic HTML, and JavaScript (1999)

Lotus Notes Development Corporation - Certificate in Lotus Notes Administration - CLP (1995)