

**Achievements**

- Co-Author of *BlackBerry All-in-One for Dummies*, published by Wiley (Released 10/2010)
- Established the Wall Street Mobile Financial Users Group consisting of all major financial services intuitions to direct RIM (Research in Motion) to be responsive to customers' needs.
- Coordinated a firm wide recertification of mobile devices and identified areas saving over \$300k per month on carrier bills.
- Co-Developed a communications enterprise server monitor tool, used to determine carrier and user outages - U.S. Patent Application No. 11/987,418
- One of the first world-wide to hold Both BlackBerry System Administrator and Server Support Specialist Certifications (BCX-211 & BCX-213)

**Employment**

***Vice President of Mobile Solutions*** Jan 2010 – Present  
**Nomura Securities**

- Responsible for managing the US engineering and provisioning mobility teams that oversea BlackBerry, iPhone, Windows Mobile and Android Smartphones
- Identify cost saving opportunities by re-negotiate rates with vendors and managing our Telecommunication Expense Management (TEM) solution.
- Global owner of software management – Accountable for ensuring the firm purchases of all applications deployed and ensuring the firm is compliant with each license agreement.
- US Help Desk liaison – Interact with all US service owners extending feedback and tools for the help desk to provide a better level of service for clients.

***Wireless Service Manager / Project Manager*** Jan 2009 – Dec 2009  
**Merrill Lynch / Bank of America – Consultant of Zero Chaos, New York, NY**

- Coordinate the integration of Merrill Lynch and Bank of America's mobile systems by managing projects across various technology groups.
- Assist in developing strategies to implement IT policies, OS upgrades, applications, terminations and cost cutting initiatives.
- Responsible for managing the telecom expense management relationship and ensuring the wireless bill are optimized to reduce costs and identified 127k in monthly saves.

***Vice President of Mobile Communications*** Jan 2007 – Nov 2008  
**Lehman Brothers / Barclays Bank, New York, NY**

- Managed three teams consisting of three direct reports and 17 employees:
  - Provisioning: Meet with firm's chief accounting officers in Investment Banking, Fixed Income, Equity and other divisions on cost saving opportunities and projects, including price/contract negotiations, inventory management, billing optimization, and carrier relationships.
  - Support: Device deployment, user training, technical support, device management, and application support.
  - Engineering: BlackBerry, Windows Mobile, Apple iPhone device / application / server development and testing. Software vendor contract negotiations.
- Created innovative tools to automate processes, optimize server utilization and provide tools to end users/support allowing them to quickly resolve common issues
- Supported over 15,000 mobile devices including BlackBerry, cell phones, pagers, WAN cards, and satellite phones.

***Assistant Vice President of Mobile Support*** Jan 2006 - Dec 2006  
**Lehman Brothers, New York, NY**

- Managed US BlackBerry support team consisting of six technicians.

***Systems Administrator - Mobile Support*** Mar 2004 - Dec 2005  
**Lehman Brothers, New York, NY**

- Developed a portal for clients, helpdesk, and administrators containing commonly asked questions and information thereby reducing customer support calls by 30%.

- Changed procedures for inventory tracking, client communication, crisis work flows and the complete life cycle of BlackBerry devices.

***Desktop Support – Investment Banking ; Equities***

Mar 2002 - Mar 2004

**Lehman Brothers, New York, NY**

- Managed day-to-day operations of 500+ trading floor computers which required knowledge of Microsoft Office Suite and the following market data applications Reuters, Bloomberg and Thompson One.
- Responsible for finding system flaw in a Lehman-built MS Word add-in that increased performance of launching Word documents.

***Senior Desktop Support (Level 3)***

Jun 1999 - Mar 2002

**PricewaterhouseCoopers LLP. New York, NY**

- Designed, created and maintained a technical website for the global technology solutions department in PricewaterhouseCoopers' New York offices.

**Education**

**BBA, Computer Information Systems**

Jun 1997 - Dec 2001

**Barnard M. Baruch College**

- Computer Information System – Major GPA: 3.64
- Essay contest winner for the Information Technology Audit and Control Association - 2<sup>nd</sup> Place

**Certifications**

- Advanced Software Manager (CSM) Sept 2010
- Certified Software Manager (CSM) July 2010
- PADI Open Water Scuba Certified Aug 2009
- CPR/AED-Adult Aug 2009
- BCX-213 – BlackBerry® Certified Server Support Specialist Sept 2008
- BCX-211 – BlackBerry® Certified System Administrator Sept 2008
- CompTIA A+ (A+ DOS / Windows and A+ Core) Dec 2001

**Publications**

- Co-Author of *BlackBerry All-in-One for Dummies*, published by Wiley (Released 10/2010)
- .Author of the “Guide Book to Hosting a Successful Meetup” distributed by Meetup.com

**Other Activities**

- Team captain for the Lehman Brothers Dragon Boat, Basketball, Volleyball, and Soccer teams.
- Organized recreational activities at Lehman Brothers to raise over \$6,000 donations for the Dream Project - <http://www.dominicandream.org>
- Volunteered as dance performer to support building a children’s hospital in Nepal.
- Mentor and participant in Team in Training in support of the Leukemia and Lymphoma Society personally raising over \$10,000
- Participant on the Merrill Lynch Dragon Boat team.
- Founder & Event Director of Random Events LLC. – [RandomEventsNY.com](http://RandomEventsNY.com)