

Achievements

- Co-Author of *BlackBerry All-in-One for Dummies*, published by Wiley (Release date 2/2010)
- 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 all applications deployed.

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 - 2nd Place

Certifications

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

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