Tony Zaki... BUILDING BRIDGES BETWEEN BUSINESS USERS AND IT ORGANIZATIONS

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Global Professional Services Organization and Technology Executive who leverages foundation in IT and business leadership to solve large-scale business challenges and deliver strong and sustainable contributions to performance, revenue and profitability of leading multinational organizations. Trusted advisor and strategist who works closely with internal and external stakeholders to drive innovation, transform business processes, manage business portfolios and build IT capability roadmaps. Articulate communicator and relationship manager with a reputation for building and leading world-class teams, and creating cultures of engagement across diverse business units and spanning multiple continents. MBA and PMP with special expertise across complex mergers and acquisitions.

- **Mergers | Acquisitions | Complex Integrations** – Retained by Dell IT Services, as only EMC leader to execute $6M multiyear consolidation of Dell and EMC legacy professional services organizations across seven business units, following largest merger in technology, into unified process and platform serving 13,000 users across 60 countries, generating $4.8M in annual cost savings.

- **Global Lifecycle Project Management | Business Transformation** – Drove $30M end-to-end implementation of multi-resource scheduling and human capital management components of SAP across five global professional services organizations spanning 57 countries. Elevated resource utilization and enabled standardization and sharing across $2B business unit.

- **Cost Containment | Quality Optimization** – As Delivery | Business Area Manager for IBM, managed portfolio of financial, energy and customer applications, and directed application services team of 55+ serving #2 energy and utility company in Massachusetts. Delivered significant cost savings on 140,000 hours of work annually by increasing offshore resources from 17% to 41%, while elevating quality of software development.

Leadership Qualities that Drive Tangible Business Outcomes

- Strategic Planning
- Complex Program, Project Management
- Account, Client Relationship Management
- Business Relationship Management
- Business Systems Analysis
- Business Value Realization
- Operations Management
- Business Capability Roadmap
- Portfolio Management

- Business Process Engineering
- Mergers and Acquisitions
- Application Delivery Management
- Business Area, Unit Management
- SDLC and Agile, Scrum Methodologies
- System Integrations
- Full Cycle Enterprise-Level Project Management
- Lean Six Sigma
- Team Building and Leadership

Delivering Global IT and Business Leadership through Insight, Strategy and Flawless Execution

DELL TECHNOLOGIES   2015 – Present
Multinational computer technology company, headquartered in Round Rock, TX. Following EMC/Dell merger, IT is part of Dell Technologies, while Services is part of Dell EMC.

DIRECTOR, IT BUSINESS CONSULTING, DEPLOYMENT, CONSULTING, AND MANAGED SERVICES
Sole EMC Leader retained by Dell IT Services following acquisition. Tasked with executing $6M integration of Dell and EMC Professional Services (comprised of Enterprise Infrastructure Deployment Services and all Consulting Services, as well as Managed Services, RSA, Pivotal and VCE) into consolidated global process on a single technology solution to serve 13,000 resources across 60 countries. Manage 26 direct reports.

- Led full-cycle project management – from initial merger talks and defining end-state and North Star solutions – through executing historic integration with projects Q2 and Q3 2018 delivery.
  - ➢ Built first three to five year business capability roadmap within 30 days, working with Pre-Sales, Project Management, Resource Management, Finance and Accounting, and Operations leaders.

- ➢ Advocated, led decision-making process, and gained buy-in to retain EMC technology platform.
- ➢ Standardized global processes for professional services on SAP, becoming one of SAP's largest and most integrated PS solutions.
- Directed delivery teams comprised of team managers, consultants, product owners, project managers, development and test resources, utilizing agile development (Scrum), as well as waterfall methodologies.
- Concurrently continued to manage prior portfolio, as well as new applications and Legacy Dell team.

EMC, Hopkinton, MA   2008 – 2015
Publicly held (NYSE: EMC) leading global developer of data storage systems and management and provider of enterprise consulting and managed services. Acquired by Dell in 2015.

DIRECTOR, IT BUSINESS CONSULTING, PROFESSIONAL SERVICES AND TOTAL CUSTOMER EXPERIENCE (2014 – 2015)
Promoted following global SAP (PROPEL) deployment to direct Professional Services and Pre-Sales account and portfolio management across five organizations with added responsibility for new data-driven/proactive predictive analytics-focused Total Customer Experience organization.

- Managed IT portfolio of $2B business, including SAP modules, Big Data, SFDC platforms and customized solutions for Professional Services Organization.
  - ➢ SAP modules: MRS, CPM, PFP, PS, ESS, CATS, BW, BI-IP, BOBJ, NetWeaver and Mobility solution.
  - ➢ Big Data platforms: Enterprise Big Data Lake leveraging XtremIO, Hadoop, GreenPlum, BW, BOBJ, and Master Data Management platforms such as Collibra, Informatica, etc.
  - ➢ SFDC platform (Sales Cloud, Service Cloud).
- Partnered with key executives, including President and EVP of EMC Global Services, SVP of Pre-Sales, SVP of Total Customer Experience.

GLOBAL PROCESS LEAD – PROPEL FOR PROFESSIONAL SERVICES (2011 – 2014)
Selected to lead global conversion of Resource Management, Skills and Human Capital Management components of Oracle and Clarity to SAP supporting 10,000 professional services users across five business organizations spanning 57 countries in $30M strategic program. Managed team of 30 business and IT direct reports and outside contractors.

- Led design of end-to-end processes around demand management, supply management, capacity planning, qualifications management, and staffing/assignment management processes.
- Executed integration of five separate global professional services organizations into one standardized process and single technology stack.
- Drove business readiness through tiered support model comprised of PMs, trainers and super users.
  - ➢ Coordinated five testing cycles and five mock conversions with Business Engagement Network to ensure quality of solution and converted data, while garnering BU and IT engagement.
  - ➢ Spearheaded deployment by creating and conducting train-the-trainer programs for rollout in the US, Europe (Paris) and Asia (China and Singapore).
- Forged strong relationships with SAP and partnered on innovating technology solutions, which were subsequently commercialized by SAP.

SENIOR MANAGER, IT BUSINESS CONSULTING AND (PPMG) PROJECT AND PORTFOLIO MANAGEMENT GROUP (2008 – 2011)
Hired to lead portfolio of programs and project management for newly created professional service organization poised for rapid growth through multiple acquisitions of consulting firms. Managed 12 direct reports overseeing development, testing and deployment of IT solutions (including billing, project management, resource management, and financial tracking and reporting) supporting 8,000 resources, as well as integration teams of up to 50-60 members, including consultants from Accenture. Concurrently led portfolio for technical support services (TSS) organization.

- Managed $15M in capital and expense resources supporting explosive growth of Global Services organization; promoted Lean Six Sigma discipline, including mentoring Green, Yellow and Black Belt candidates.
- Executed technology integrations into core EMC systems following acquisitions of three professional services organizations, providing cohesive, standardized processes.

- Streamlined PPMG financial tracking and reporting processes, and elevated budget and finance transparency providing foundation for financial governance structure.
- Directed end-to-end large-scale program management – from creating value statements, developing business cases and formulating cost/benefit analysis – through solution delivery and maintenance.
  - Initiates encompassed business processes, applications, hardware, operating systems, resources, budgets, requisitions and human capital resource management.
- Strengthened internal cross-functional partnerships and alliances; maintained ongoing communication of roadmaps and accomplishments with stakeholders.

IBM (NSTAR account), Westwood, MA   1998 – 2008
Publicly held (NYSE: IBM) American multinational technology company operating in 170+ countries.

DELIVERY MANAGER (2006 – 2008)
BUSINESS AREA MANAGER (2003 – 2006)
SENIOR PROJECT MANAGER (2001 – 2003)
PROJECT MANAGER (2000 – 2001)
SENIOR SYSTEMS ANALYST (1998 – 2000)
Recruited, while completing BA and working full time at Commonwealth Gas and Electric, to IBM on utility outsourcing IT engagement. Promoted through positions of increasing challenge and complexity – advancing from hands-on IT management in credit and collection space to people management responsibility for IBM Application Services global team of 55.

Ensured delivery of hundreds of thousands of hours of software development and SaaS solutions, for multimillion-dollar account, including Oracle and other platforms, as well as custom-developed applications, including:

- Directed seven teams and two vendors across Belgium, India and US in complex $1.6M full-cycle project management of gas and electric settlement, complex billing and MDM/AMI metering infrastructure platform.
- Delivered hundreds of enhancements on portfolio of 100 supported applications across operations, engineering, credit and metering departments encompassing ~116 million development hours over five years.
- Led high-profile credit migration project for consolidating and retiring six Unix servers and optimizing batch process performance; leveraged earned value management to track progress.
- Managed key element of CRM solution implementation – highest visibility and largest IT project for client.
- Executed regulatory-driven SMD load reconciliation project ahead of schedule and on-budget.

Education

MBA, Technology Management – University of Phoenix, Phoenix AZ
BA, Computer Science – Boston University, Boston MA

Professional Development | Certifications

PMI Certified Project Manager (PMP®)
IBM Certified Senior Project Manager
Awarded Software Engineering Institute Process Institutionalization Certification from IBM
Multiple additional awards from IBM and EMC; details available upon request

Foreign Languages

Bilingual Arabic | English

Community and Volunteer Activities

Serve as Board Member or Chairman of multiple education-focused nonprofit organizations, including Lighthouse Early Learning Center, Woodside Montessori Academy Parent Guild and others.