

Career Results

Contact

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Who I Am

- \$5M+ annual savings via automation
- Global teams of 350+ technologists led
- 100+ digital workers scaled in 18 months
- Consolidated 250+ systems, \$2M savings
- 20–40% enterprise technology cost savings
- \$10B+ global payments platform transformation
- Multimillion-dollar IT budgets and portfolios managed



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Situation

Manual processes across corporate functions created inefficiencies, high costs, slow response times, and limited scalability, making automation critical for productivity and cost control.

Task/Activity

As Technology VP and Product Owner for RPA, drove enterprise adoption of automation to reduce costs and improve performance.

- Scaled automation from <10 to 100+ digital workers in 18 months
- Partnered with Automation Anywhere and business leaders to integrate RPA/IPA into core processes
- Established enterprise governance framework to maximize ROI and ensure compliance
- Delivered \$5M+ annual savings through improved speed, accuracy, and productivity

Results

Delivered \$5M+ in annual cost savings, increased process speed, and reduced errors across multiple business units, while building a scalable automation framework.

Situation

External service partners were costly, inconsistent, and unaccountable—creating operational risk and undermining performance.

Task/Activity

As Technology VP and Product Owner, led a vendor strategy redesign to reduce dependency, cut costs, and strengthen service delivery.

- Partnered with IBM, Deloitte, and TCS to restructure operating models
- Redefined SLAs/KPIs to enforce accountability and improve outcomes
- Optimized onshore/offshore team composition to balance cost and capability
- Built internal leadership bench to reduce reliance on external vendors

Results

Rebalanced FTE/vendor ratio, achieving 30% cost savings and significantly improving vendor accountability and delivery performance.