

ANDREW HOLZHEIMER

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SUMMARY

Proactive, results-oriented Senior Information Technology Executive Leader / Chief Operating Officer who unlocks the value gap between strategic business initiatives, and tactical information technology projects, to create shareholder value. Increases internal stakeholder value through a proven ability to leverage the total capabilities of an organization in order to transform, realize and achieve operational efficiencies and synergies in complex, cross-functional environments while simultaneously improving the timeliness, accuracy, quality, and cost effectiveness of information services. Possesses a solid track record of significant operational leadership and experience in planning, implementing, operating and managing global digital IT organizations and infrastructures. Strong vendor management, strategic sourcing and procurement capabilities and ability to lead complex, multimillion-dollar, multi-year Global Master Services Agreements. Extensive experience within the Financial Services, Advertising, Professional Services, Technology, Telecommunications and Pharmaceutical Industries in North America as well as in Europe, Latin America and the Asia Pacific Regions.

PROFESSIONAL EXPERIENCE

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| <p>Rutgers Business School, Piscataway, NJ
 Part Time Lecturer – RBS Supply Chain & Marketing Dept
 RBS Executive Education Center</p> <p>Developed, implemented and teaching the ‘Business Intelligence for Supply Chain & Marketing’ Course for Juniors and Seniors at RBS. Yearly evaluations have met or exceeded Dept and University Standards consistently for 7+ years now. Have also taught the ‘Leadership Module’ for the Mini-MBA for Military and Veterans as part of the RBS Executive Education Center. Also, accepted invitation to become a member of the RBS Advisory Board for Military and Veterans 4+ years.</p> | <p>2014-Present</p> |
| <p>Linear Technologies, New York, NY
 Managing Director, Chief Operating Officer</p> <p>Lead and manage all aspects of Operations and Delivery for Linear Technologies (LTI). LTI is a Design and Build firm specializing in all aspects of structured cabling, voice/data, wireless, physical electronic security, audiovisual and managed IT solutions. From the design phase through implementation delivery, ensure that our team works to meticulously bring the design to life for our clients. Implemented a comprehensive Professional Employer Organization (PEO) Solution for Payroll, HR, Training, Medical & Benefits Program that reduced Healthcare Costs by 50% while increasing coverage and support for employees.</p> | <p>2019-2020
 Pandemic Furlough</p> |
| <p>JPMorgan Chase, New York, NY
 Executive Director, Program Manager, Data & Analytics Portfolio
 Data Ecosystem Intelligent Solutions, Consumer & Community Bank</p> <p>Manage a team supporting the Consumer & Community Bank (CCB) Data & Analytics Project Portfolio. These transformational digitalization projects support the Business Units within CCB for their Marketing and Data Analytics Efforts. Projects utilize Big Data Technologies, Micro Services, and firmwide Master Data Management Integration in support of Data Analytics and Data Driven Decisioning.</p> | <p>2003-2019
 2018-2019</p> |
| <p>Executive Director, Head of Global Program Management Office,
 JPMorgan Intelligent Solutions, Corporate</p> <p>Created a Program Management Office, from inception, for a new firm-wide initiative to accelerate and innovate technology implementation in the Big Data Technology space. Through Project Hermes the firm is migrating from legacy database technologies onto the firm-wide Big Data Pattern on Hadoop. Manage a team of Project Managers that works closely with respective Line of Business Data Chief Technology Officers (CTO) in a chief of staff capacity. Responsible for the overall effectiveness of the team including strategy formulation and execution, business and financial management discipline for two enterprise-wide work streams; Big Data Refactoring and Unified Data Services. Working closely with the CTOs to coordinate integration governance, organization administration, communication and business management and tracking of key metrics. <u>Selected for the P2 Program – JPMC Program Professional Training Course for the top 10% of Senior Program Managers within the firm.</u></p> | <p>2016-2018</p> |

ANDREW HOLZHEIMER**Executive Director, Senior CTO Business Manager, Shared Services Technology**

2013-2016

Finance & Business Management, Corporate and Investment Bank

Manage a team of Business Managers that works closely with their respective Chief Technology Officers (CTO) in a chief of staff capacity. Responsible for the overall effectiveness of the team including strategy formulation and execution, business and financial management discipline for 2,300 technologist and \$364m budget, working closely with the CTOs to coordinate integration governance, organization administration, communication and business management and tracking of key metrics. The team supports the technology teams for Wholesale Loans & Trade, Derivatives & FX, Client Sales, Reporting & Regulatory, Reference Data, Architecture, Cyber Security & Identity Access, Technology Risk & Controls, Global Branches and Other Tech CTOs. Partner closely with the Management team on Steering Committee presentations that includes key messages, milestones, financials and overall program status. Ensure tight linkage of governance processes across Technology and Operations teams. Understands the workings of Shared Services Technology Strategy, Roadmaps, plan and develops overall messages and updates across various audiences including Technology, Business, Operations and the Finance & Business Management team.

Executive Director, Head of Global Program Management Office, Futures & Options Technology, Investment Bank

2012-2013

Executive Director/Global Head of Program Management Office for the Futures & Options Re-engineering program.

Recruited in, to lead a global team of Project Managers in support of a multi-year, multi-million dollar program.

Responsible for establishing 'one voice for the program' through standardization of communications, implementation of consolidated project reporting and management as well as providing a consolidated view of the BAU and PE budgets. Initiated and led budget planning for 2013 with the team. Ensure the team increases efficiencies and executes continuous improvement in all areas.

Executive Director, Production & Infrastructure Management, Core Services Group, Investment Bank Technology, Investment Bank

2011-2012

Executive Director/Program Manager for Governance Integration & Efficiency, managing a team of 18 personnel.

Responsible for establishing, measuring and managing the Governance, Integration and Efficiency Program in CSG.

Working with teams to maximize utilization, increase efficiencies and realize continuous improvement.

- Driving efforts to implement common Processes, Reporting and Tools utilized in IB Technology across the estate to create operational efficiencies and productivity savings.
- Additional responsibilities as the Application Support Manager of both the Cognos Center of Excellence Team and the Sharepoint Solutions Team for the Investment Bank. Implementing Dashboard Solutions.
- Established and Chair the Veterans Business Resource Group (VETS BRG) for NY/NJ/CT with over 300 members. Founding Member and current Co-Chair of the VETS BRG Global Leadership Team for 23 Chapters, 2,800+ member organization within JPMC.

Vice President, Investment Bank Technology, Investment Bank

2009-2011

Vice President, responsible for assessment and recommendation of standardized Processes, Reporting and Tools utilized by the IB Technology Production & Infrastructure Management Group. Leveraging experience and best practices developed in previous roles, build consensus across the estate to implement solutions that realize operational efficiencies and productivity savings for the organization.

Vice President, Risk Technology, Investment Bank

2006-2009

Vice President within the Risk Technology Operate Group of the Investment Bank at JPMorgan Chase. Leads the teams responsible for Metrics and Communications, Capacity Planning / Resiliency, Business Continuity / Disaster Recovery and the Application Monitoring / Infrastructure Teams for Global Credit, Market and Operational Risk Management Applications within the firm.

- Developed and conduct a weekly Operate Business Review (OBR) that briefs Business Sponsors weekly on Operate Group Performance Metrics across the Risk Technology Environment of 85+ applications. The OBR has been sited as an Investment Bank 'Best Practice' by the Audit Team.
- Both, the Capacity Planning and Business Continuity / Disaster Recovery Functions have been ranked as leading programs within the Investment Bank.

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- Have identified numerous areas to focus on continuous process improvement, implementing process automation to improve operational efficiencies and productivity savings of over 2 FTEs.
- Have led and been involved with multiple, cross-line of business, initiatives and working groups within the Investment Bank that achieved operational efficiencies and optimized processes and procedures.

Vice President, Strategic Technology Sourcing Group

2003-2006

Solutions oriented, Sourcing Relationship Manager responsible for actively supporting the Investment Bank strategic technology sourcing and resource management requirements. Led significant sourcing initiatives, in both the Business Process Outsourcing and application development area, following Six Sigma, Capability Maturity Model methodologies and best practices.

- Utilized domain expertise, business relationships and sourcing knowledge to achieve savings of over \$15 million dollars within the first year.
- Responsible for building strong 'trusted advisor' relationships with 5 CTOs and their direct reports. Educated them on the firm's strategic resource management strategy and uncovered additional opportunities to leverage strategic vendor relationships and increase savings to the firm.
- Conducted an extensive RFI for over 120 BPO vendors and mapped their capabilities to the firm's taxonomy allowing for identification of savings opportunities at the business process level throughout the enterprise for use by various Lines of Business to facilitate faster sourcing initiative cycle-times. This work led to a comprehensive rollout of the Vendor Relationship Management Software tool as a ready reference tool for firm-wide use.
- Conducted Offshore Country Site Evaluation within Central America and the Caribbean, meeting with various government officials and vendors to determine best location for potential captive or non-captive solutions center.
- Negotiated numerous Master Offshore Service Provider Agreements, Master Consulting Services Agreements, Master Service Provider Agreements for BPO services along with corresponding Task Orders, Service Level Agreements and Governance models for use by JPMC Lines of Business.
- Continuously worked with our banking community to support their efforts to gain new business with technology companies in need of banking services.
- Responsible for supporting and representing client needs for various JPMorgan Chase Lines of Business, along with vendor management of Big 4 Consulting Firms and Offshore Outsourcing Firms.

Core Media Technologies, Young & Rubicam, WPP Group, New York, NY

2002-2003

SVP Global Information Technology Operations & Management / Chief Operating Officer

Dynamic Chief Operating Officer responsible for the successful commercialization, organization and launching of an internal global shared services solutions provider company for use by WPP Group companies. Managed and led a global team of 56 that included 2 Regional COOs, 3 Vice Presidents and 2 Directors with locations in North America, Europe, Asia and Latin America.

- Implemented a customer-focused solutions organization, with associated metrics, service level agreements, methodologies, policies and procedures, to ensure consistent, high-quality delivery of technology solutions and services. Increased customer satisfaction level from 60% to 85%.
- Established the associated cost allocation, billing, financial and time reporting systems and processes necessary to effectively measure financial performance, forecast utilization and provide appropriate transparency to internal customers. Effectively reduced the costs of services provided by \$765,000 per year.
- Enforced a self-assessment gap-analysis of current capabilities for each functional team in order to determine roles, responsibilities and lines of authority for the new organization. This eliminated ambiguities of previous organizational structures and provided the necessary clarity for both the organization and its internal customers.
- Successfully launched a 'follow the sun' support infrastructure including two new regional operations centers and increased existing global network operations center coverage to 7x24x365 coverage. This provided increased coverage and additional Level 3 and Level 4 support to the regions outside of North America, thereby reducing response times significantly.
- Fully integrated three new companies to the shared services model bringing total user count to over 26,000 people or 51% of total WPP Group user community within the first year of existence.

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- Conducted extensive network operations and security assessments to determine existing baseline capabilities and any associated risks. Formulated action plan and funded steps needed to optimize the technology environment.
- Improved customer satisfaction levels by 25% by implementing a new event ticketing and service reporting system with an associated web portal interface to increase real-time reporting efficiencies.

Lucent Technologies, (formerly International Network Services), Iselin, NJ

1999-2001

Managing Consultant

Provided direct client engagement management and leadership for 15 Network Systems Engineers who provided post sales, service delivery of technology consulting projects. Enhanced Services & Sales Division with responsibilities for, full life-cycle management of technology infrastructure, applications and operations management. Utilized Network Engagement Methodology (NEM) for planning, design, implementation and operations solutions. Led consultative technology professional services engagements to both service provider and the enterprise network service markets.

- Strong development expertise with strengths in recruiting, training, mentoring and career development of the engineering team. This led to the promotion of three team members to leadership positions within the organization.
- Successfully recruited 8 high level managers to the leadership team in the NY/NJ/PA Operations.
- Operational Management responsibilities included being the Resourcing Manager for the NY/NJ Operation which led to the region consistently having one of the highest utilization percentages, in excess of 75%, in the company.
- Set the direction for multi-year, multimillion-dollar engagements for optical, internetworking, wireless, security, remote access, program management, FDA network certification and Windows 2000 projects. These efforts resulted in additional new business, follow-on engagements for these clients.
- Clients included Johnson & Johnson, Schering-Plough, Novartis, Merck, Elan Pharmaceutical, Terra Lycos, Agere, EBS and Verizon.

Ernst & Young LLP, Iselin, NJ

1998-1999

Assistant Director / Senior Manager

Charged with being the 'change agent' by developing and implementing a sales methodology and supporting culture into a Professional Services & Consulting firm. Collaborated with Partners of the firm to ensure that they could maximize their effectiveness by utilizing the methodologies employed. Client base included the Executive Levels of Fortune 500 companies in the Tri-State Region.

- **Ranked as one of the Top 25 Sales Forces in the Country by Sales & Marketing Management Magazine, July'99 issue.**
- Organized and led pursuits for new business by leveraging, Product Teams, Industry Teams, Marketing Groups, Strategic Pursuit Groups, Audit and Management Consulting Practice Partners to identify, qualify, develop and close new business opportunities with both new and existing clients. Received national recognition for new business wins.
- Specific responsibility for building, growing and supporting the NY, NJ, CT, Tri-State Region as the Federal Tax Functional Sales Leader. Successfully led new initiatives and worked with the Federal Tax Partners to build this new Federal Tax Consulting Practice which exceeded its revenue growth goals in its first year of existence.
- Duties included all aspects of sales management as well as training Tax Professionals in the art and science of selling applications solutions to the firm's multi-million dollar accounts.

MCI Telecommunications, New York, NY

1994-1998

Strategic National Account Manager / Investment Account Manager

Successfully led, managed, planned and implemented global network solution strategies utilizing all assets available via MCI, and its alliance partners, in order to procure business. Managed large Multinational Corporate Accounts which previously had no or minimal existing business with MCI. Built relationships throughout these companies' organizational structures, while developing strategies that would favorably position MCI for pending business.

- **Consistently ranked in the Top 10 of all Investment Account Managers Nationwide.**

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- Continually won new business away from incumbent carriers and closed \$28million of new sales in four years at MCI.
- Successfully led a 15-month pursuit that closed a multi-year, multimillion-dollar contract for a *Concert* managed data services network implementation. This was the first global master services agreement of its kind for this client.
- Attained numerous Recognized Awards from management, peers and subordinates for successful sales management and leadership.

MILITARY EXPERIENCE**United States Marine Corps****CONUS & Overseas****Major****Active and Reserve Duty****(Retired)**

Most Recent Assignment: Executive Officer, Marine Wing Support Squadron MWSS 474, 4th Marine Air Wing, FMF. Responsible for the effective Command and Staff functioning for this unit of 650 + personnel, that provides all aspects of ground support required by the Aviation Combat Element. Security Clearance – Secret.

- Second in command with Chief of Staff Responsibilities.
- Oversight and management of a \$12 million budget for the Squadron.
- Held numerous Commanding Officer and Executive Officer billets
- Attended and successfully completed various Professional Military Education and Career Level Schools courses.
- Military Occupational Specialty as a Combat Engineer with Facilities Management experience.

TECHNOLOGY SOURCING EXPERIENCE

Contract Negotiations, Relationship Management and Resource Management for Application Development, Application Maintenance, Application Service Providers, Outside Service Providers, Business Process Outsourcing Providers, Information Technology Outsourcing Providers, Call Center Services Providers, Software Vendors, Hardware Vendors, Professional Services Consulting Vendors

EDUCATION

- **Masters of Science, International Business** Seton Hall University, S. Orange, NJ
- **Bachelors of Science, Recreation Administration** College of New Jersey (Trenton State College)
- **Part Time Lecturer, Rutgers Business School, Business Intelligence for Supply Chain** 2014 - Present
- P2 Program – JPMC Program Professional Training Course for Senior Program Managers
- Series 99 Certified, Operations Professional
- Program on Negotiation for Senior Executives, Harvard Business School, Boston, MA
- Six Sigma, Green Belt Team Leader Training Course, JPMC

PROFESSIONAL ORGANIZATIONS

- Rutgers Business School, Rutgers University, Military & Veteran Advisory Board Member
- Recipco Corporation, Advisory Board Member
- Franklin Township Board of Education, Former Vice President and Board Member,
 - Past Chairman Facilities and Personnel Committees, Past Member Finance Committee
 - Past Delegate, New Jersey School Boards Association
- Franklin Foundation for Educational Excellence, Founder and Past Chairman, Board of Trustees
- Franklin's Children First, Executive Co-Chairman
- Marine Corps Association, Life Member