

PROFESSIONAL EXPERIENCE

KPMG LLP

Manager, Management Consulting – CIO Advisory

New York, NY
July 2009 - present

- Currently engaged as the Project Management and Quality Assurance Lead for a large System Development project for a Health and Human Services Organization in New York. Responsibilities include status reporting, project risks management, planning and facilitating workgroup sessions with client stakeholders, providing regular independent reviews of the system integrators works products and deliverables, etc.
- Performed a validation of the Maintenance and Operations strategy for a health and human services document and case management system aimed at supporting 2 million New Yorkers. Developed future state operational processes and procedures for Incident, Problem and Change Management to successfully support the new applications post go-live.
- Managed the developed of interface agreements with data providers for the new document and case management system. The agreements described roles/responsibilities, communication channels, and terms and conditions under which the parties operate to support and maintain the new system.
- Performed a detailed fit-gap evaluation of scanning software vendors' capabilities against identified business and technical requirements in a Proof of Concept for a large Health and Human Services Organization. The fit-gap analysis, including an assessment of design/implementation risks guided the client's final vendor selection.
- Defined and developed a new governance and organizational structure for a federal corporation that will enable them to manage a future state provider according to defined service levels in an outsourced IT Infrastructure environment. This included defining and describing the future state organizational Divisions for the IT Infrastructure Operations Department and developing detailed roles and responsibilities within the new Divisions.
- Facilitated the technology sourcing and licensing process for a spin-off from a major financial corporation. Assisted the new company to establish its own license arrangements with appropriate third-party software and external market data vendors. In total, the contracts and licensing process was facilitated with more than 40 external vendors of software, infrastructure and market data.

BEARINGPOINT INC.

Senior Consultant, Services Management

New York, NY
April 2006 – July 2009

- Project Manager for a vendor transition project within a larger vendor consolidation initiative for a global pharmaceutical company's patient assistance programs. Led the work stream to transition claims adjudication services to a new external vendor. Managed all project phases and coordinated and communicated with internal and external stakeholders to meet project milestones. Identified and mitigated risks and facilitated client/vendor status meetings. Created communication materials regarding the transition for different audiences and coordinated approvals by appropriate client resources. The transition was successfully completed on time with estimated annual savings of \$479K. The vendor base was overall successfully reduced from 10 to 3 with significant annual cost savings.
- Facilitated the review and managed the development of operational and administrative business rules for the patient assistance programs. Standardized processes and identified improvement opportunities resulting in operational efficiencies and cost savings. Worked closely with program managers to implement changes and improve the overall customer experience for patients and healthcare providers.
- Conducted in-depth research on the US Patient Assistance market to identify trends and competitor practices. Presented findings to the client team.
- Process Lead for an IT Service Catalog and Demand Planning project for the Worldwide Technology department of a global pharmaceutical company. Hosted workshops, developed processes, business rules and process guides for requesting shared IT services and managing demand for services. The solution allowed the client the capability to plan service demand better, ultimately resulting in improved service levels. Presented the project in Ireland and Japan to project stakeholders and members of the Worldwide Technology leadership team.

HEWLETT-PACKARD

Software Sales Specialist HP OpenView

Stockholm, Sweden
September 2004 – March 2006

- Responsible for selling HP OpenView Software Solutions to enterprise customers in the manufacturing segment.
- Created and ran seminars and PR activities for customers and partners to increase the awareness of HP OpenView.
- Developed sales strategy for HP's Identity Management solutions in Sweden and provided training to sales force. Analyzed the Swedish Identity Management market and initiated partnerships to cover different segments of the market.
- Identified and developed new opportunities for the top 30 strategic accounts in collaboration with account managers, sales specialists and solution architects.

SWEDISH TRADE COUNCIL

Intern

Chicago, Illinois
June 2003 – March 2004

- **Master Thesis:** "Entering the U.S. Market Successfully: A case study of Swedish software companies in the US". Investigated how the implementation of different marketing communication strategies and management styles impacts the level of Swedish business software companies' success in the U.S. market.
- Project coordinator of the Achievement Award which is presented to Swedish companies with affiliations in the U.S. Assisted in organizing the award ceremony and gala dinner in San Francisco.
- Conducted research for a Swedish pharmaceutical company, with the purpose of identifying and evaluating potential operating locations in the U.S.
- Responsible for entering completed consulting projects into a Knowledge Management System for effective sharing of deliverables and information

EDUCATION

ROYAL INSTITUTE OF TECHNOLOGY (KTH)

Master of Science in Industrial Engineering and Business Management

Concentration: Telecommunications and High-Tech Marketing

Stockholm, Sweden

February 2004

UNIVERSITY OF NEW SOUTH WALES

Courses included: International Business, Management Accounting and Marketing.

Sydney, Australia

February 2002 – July 2002

SKILLS

- PMP - Project Management Professional Certification (2008)
- ITIL - Information Technology Infrastructure Library
 - Foundation certificate in IT-Service Management (2005)
 - Foundation certificate in ITILv3 (2008)
- Languages: Swedish (native), German (intermediate)