

Kevin J. O'Driscoll
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Summary

Expansive delivery knowledge and experience on commercial outsourcing contracts
Extensive "C" level interface and relationship development experience
Highly skilled verbal and written communication
Proven expertise in developing technical solutions for complex business challenges
Technical leadership of large scale integrated projects while following a structured methodology

Professional Experience

IBM Corporation, Connecticut

Delivery Project Executive, Application on Demand organization; (2/08 – present)

- Responsibility for portfolio of 7 customer accounts across diverse industries with total contract value of 4.2M per year
- Successfully managed customer relationship resulting in contract extensions
- Provided delivery excellence that drove high customers satisfaction across all contracts
- Effectively increased revenue on customer contracts through driving project work
- Managed significant cost savings through resource leveraging within organization
- Developed strong working relationship within all areas of organization

IBM Corporation, Connecticut

Delivery Project Executive, Imperial Chemical Portfolio of accounts; (11/04-2/08)

- Developed and execution of a 5 year, 1M annual cost management plan for portfolio of accounts against an 18M annual budget
- Management of extremely complicated customer with 4 wholly owned companies
- Successfully managing 4 contracts and their consolidations to 2
- Multi platform, Multi geographic
- Interface with 33 support service line organizations
- Globally resourced solution
- Extensive and exceedingly complex transition
- Received customer satisfaction rating of 10 for each year of contract management
- Key interface for Project executive to address all contractual deliverables and cost issues
- Monitored all audit requirements and monthly internal contractual measurements
- Direct management of 7 account team personnel

IBM Corporation, Connecticut

Delivery Project Executive, Kodak Polychrome Graphics; (11/02-11/04)

- Provided cost management, annual document of understanding/interlock plan negotiations with service delivery support teams for \$4.5M budget, meeting all delivery cost challenges
- Increased Customer satisfaction ratings each year of contract management
- Successfully managed 5 support service organizations to meet all contractual SLA measurements
- Increased contract 5% through RFS initiatives and customer relationship development
- Managed MDNS to EVPN conversion of all customer worldwide locations
- Implemented infrastructure environment for SAP implementation within IBM Delivery Center
- Monitored all delivered audit requirements and monthly internal measurements.

IBM Corporation, New York

Senior Client Representative, PepsiCo Selling and Delivery team; (1/01-11/02)

- Extensive “C” level client interface focusing on, relationship development, customer satisfaction and technical solutions development while working within team environment against \$105M sales budget.
- Successfully coordinating internal technical, sales, support and management teams to meet or exceed customer expectations of IBM corporations expertise in delivering and supporting customer business solutions
- Team increased 2000-2001 year to year sales numbers by 10% by increasing share of customer budget by leveraging customer relationships, minimizing expenses and creating strong customer partnerships
- Team IBM received overall Customer Sat of 9 from client in 2000

IBM Corporation, New York

Senior Business Analyst, 1/00-12/00):

- Managed team in the re-architecture of ETL process into data warehouse environment
- Key personnel in design and implementation of performance stress test for proof of concept of UDB data warehouse during client sales decision process
- Managed cross functional technical and sales teams to successfully meet customer requirements for data warehouse performance measures in proof of concept testing
- Managed an integrated application team to increase performance in daily reporting systems to meet PepsiCo's reporting SLA's to their customers
- Key person in driving of additional business opportunities for IBM through leveraging relationships with key customer business owners and decision makers

IBM Corporation; New York

I/T Specialist/Business Analyst(6/99-12/99):

- Key interface for IBM team to multiple cross application and database teams
- Worked with application reporting teams in removing process bottlenecks to meet timelines
- Project lead of integration team for IBM software products into PepsiCo environment. Working across connectivity, standards and security teams to develop test and implement client software onto Pepsi owned assets.
- Develop successful software roll out process, standards and documentation to PepsiCo team
- Focal point for IBM in transition of PepsiCo employees to new software needs by working with Team IBM to understand, document and support seamless transition of process to PepsiCo team.

PepsiCo, New York

Senior Systems Analyst(9/98-6/99)

- Lead technical resource for successful design and implementation of enterprise infrastructure to support Essbase multi-dimensional database server farm.
- Infrastructure interface to all vendor support teams assigned to project
- Key interface between development and infrastructure teams
- Provided management updates and project plan status reporting

Professional and personal references available upon request

Kevin O'Driscoll

Delivery Project Executive

As an I/T Executive supporting customer contracts, I have Global responsibility for the delivery and support of all infrastructure components as well as financial ownership for the delivery contract. I am responsible for identifying cost reductions, while delivering improved service to enable IBM customers to invest in additional business opportunities with IBM

Since 2002, I identified \$1.6M of savings while increasing the TCV by 15% through addendum business. My team has also increased the customer satisfaction rating year over year and successfully implemented two major customer business initiatives concurrently in 2003. This enabled the customer to benefit from substantial savings potential for future years while allowing them to support their business initiatives. My team also designed a comprehensive backup and recovery solution for their multi-platform environment to provide cost savings along with leveraged scalability and supportability of their systems

Prior to this role, I was a client executive owning the PepsiCo team supporting the Northeast. I joined the account team and provided leadership and continuity for a successful implementation of a UDB data warehousing solution for the Pepsi bottling group.

Previous to my IBM career employed by PepsiCo for 10 years where I gathered a vast array of technical and business skills working in all areas of the I/T dept. Initially being hired to develop their in house "world class" help desk, I worked throughout the organization understanding the business drivers and helping to influence the development and implementation of enterprise server farms for their client server multi-dimensional database solution. This provided a means for truly measuring competitive advantage while providing specific information to the field sales and distribution teams. The above mentioned UDB data warehouse provided the corporate executives with a single point of financial and sales information for presentation to shareholders and Wall Street personnel.

As an IT professional for 22 years, I have successfully communicated at all levels of management. My technical background allows me to understand, develop, translate and communicate a solution for a business need at all levels of an organization. I have extensive experience working with executives, outside vendors, project managers, application developers, programmers and technical staff.

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