

# GREG MILLER

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LEADERSHIP | STRATEGIC INITIATIVES  
PROGRAM MANAGEMENT | CLIENT  
DEVELOPMENT | IT INFRASTRUCTURE

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## CHIEF TECHNOLOGY OFFICER

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Led complex global multi-platform IT development projects for internal and client-facing programs ranging from \$10 million to \$100 million.

Macro-level IT strategist executing successful solutions that drive multibillion-dollar revenues, fuel efficiencies, and sustain customer relationships.

Instrumental in closing the chasm between IT and functional groups, unifying internal and external business partners to optimize corporate objectives.

Versatile experience includes complex infrastructure implementations, mergers and acquisitions, and high-profile client engagement.

*Preserved \$200 million account by reversing deteriorating relationship. Reengaged client demonstrating in-depth understanding of strategic large scale IT implementations that complement business objectives.*

*Turned around \$49 million portfolio with 25 projects that were over budget and off schedule. Reinforced the foundation of Mellon's multi-year strategy, strengthened the business model, and supported revenue goals.*

*Reduced 3 layers of complexity leading IT efforts for 7 time-sensitive domestic and international client acquisitions. Cut implementation time 38% and streamlined processes.*

Directed 3 teams that won multiple Outstanding Achievement awards, mentored 8 top-performing ACE award winners, and groomed 4 future company leaders.

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### EXPERTISE

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|----------------------------------|----------------------------|-----------------------------|
| ◇ Financial Analysis             | ◇ Portfolio Management     | ◇ Process Improvements      |
| ◇ Cross-Functional Collaboration | ◇ Lifecycle Management     | ◇ Problem Resolution        |
| ◇ Reporting / Metrics / Research | ◇ Operational Improvements | ◇ RFPs / SLAs / Contracts   |
| ◇ Data Warehousing / Mapping     | ◇ Vendor Management        | ◇ Team Building / Mentoring |

**Operating Systems:** Windows NT/2000/2003/XP/Vista

**Software:** MS Project, Word, Excel, Power Point, Visio, MS SharePoint

**Hardware:** PCs, servers, blades, thin client, network components, mainframes, backup/restore solutions, extranet, remote access, RAID, wireless networking, hubs/routers/switches/firewalls, CAT5/5e/6, basic cabling, network protocols, SSO (Single Sign-on), secure email, VPNs, SAN, WAN, MAN, system architecture

**Databases:** Microsoft Access, Oracle, DB2, Sybase

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### PROFESSIONAL EXPERIENCE

#### Mellon Investments

*Promoted through progressively challenging positions for this global financial services provider. Mellon utilizes state of the art technology to serve over 30 million individuals, 1,000 institutions, and 5,000 intermediary firms.*

#### **IT Executive Vice President,** Buffalo, NY

**2004 to 2009**

Selected for newly created position to streamline project management governance, provide ownership, improve accountability, and increase profits. Directed global multi-platform IT spanning \$10 million to \$100 million along with budget accountability of \$55 million. Led IT/acquisition tactics for company's largest clients nationwide. Managed 145 direct and indirect domestic and international reports.

- Deployed new, high-profile web-based Learning Management System for Fortune 10 client's 295 million population base. Avoided penalties ensuring critical legal and regulatory compliance timelines were met.
- Decreased exemptions 60% and gained 100 labor hours per week driving results and cost containments through SLA definitions, crisis management, process reengineering, and environment monitoring.
- Lowered Business Operations support calls 30% and issue identification/resolution 25% piloting a web-based data transfer monitoring and reporting tool. Compared contractual SLAs delivery and receive times.

- Saved \$4.6 million by reducing helpdesk after business hours call volume 60% designing a sophisticated critical data transmission early warning system that triggered automated alerts.
- Co-authored Technical Account Manager Engagement Model that became a PMO best practices model.
- Assumed additional role as first ever Technology Account Manager for premier customer. Defined scope of position, ensured client requests where viable, and directed inter-departmental communications
  - Saved \$900,000 initiating a feasibility request process that provided pre-review estimate analysis.
  - Preserved 78 weeks of analyst and SME time in reviewing proposals, eliminating wasted resources.

**Vice President IT Production Services / Site Manager Infrastructure Support, Carr, NY 2001 to 2004**

Charged with building infrastructure and application support team from ground up, representing IT in all strategic planning with shared services groups. Led relocation efforts including 9 separate group moves with no unscheduled down time for site with 3500 associates, 2700+ desktops/laptops, and 300+ servers. Collaborated with business partners to create disaster recovery plan. Managed award-winning 88-member team.

- Led multi-region team that piloted an 11-site Crisis Notification system that improved notification time to critical business partners 80%, accuracy of issue impact notices 50%, and incident resolution times 125%.
- Headed project team that integrated 565 acquired associates into network environment as part of agreement that supported capturing \$115,000,000 client. Completed on time and within budget.
- Implemented the first ever bi-directional communication for extranet link connectivity. Invited to present review of technology effort to Chairman of Mellon.
- Managed teams that won numerous Outstanding Service and Achievement awards. Employed lead by example management style with ongoing training, coaching, and performance feedback.
- Trusted to prepare initial analysis for environment integration effort for international acquisition. Traveled onsite for architecture and functional reviews, business planning, and associate interviews. Overcame cultural barriers and earned respect of global client executives.
- Selected by corporate as first VP to oversee two separate national locations as part of beta program. Recognized for superior leadership skills, and test became model for future dual location IT infrastructure management.
- Chosen for high-profile National Peer Group think tank that provided strategic direction of systems selection and deployment across multiple sites. Ideas were implemented with significant improvements that included:
  - Slashing PC build time 70%.
  - Reducing wait time for desktop delivery 25%.
  - Delivering 50% labor savings for desktop set-up with new vendor contract.

**Fast-tracked through 6 positions from 1992 to 2000 at Mellon: *Production Services Director, Senior Production Services Manager, Systems Manager, Area Leader, Senior Supervisor, and Technical Planning Specialist.***

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**PROFESSIONAL DEVELOPMENT & EDUCATION**

Leading Change; Virtual Teaming; Creating High-Performing Teams; Managing Today's IT and Technical Professional; Six Sigma Green Belt; Babson School of Executive Leadership - Web Strategies

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**EDUCATION**

**Bachelor of Business Administration in Computer Information Systems**

University of Maryland, Baltimore, MD

"I highly recommend Greg. He reported directly to me and had end-to-end accountability on behalf of the Technology organization. Additionally, he provided program and account management expertise, working directly with the client and internal stakeholders. Greg has an extensive background in managing multi-year programs, and a unique capacity to build and maintain successful relationships while seamlessly bridging both technology and business to help effectively partner as a single entity with the clients." *Sharon Lee, CTO, Mellon Investments*

Greg was downsized and had his resume created by a major outplacement firm. With out a single interview in 5 months, he knew he needed to invest in having his resume redone.

He was discouraged and thought he would have to take a step back in his career. I had to convince him to reach and go for a CTO position. He sent his new resume out and had 3 interviews in 3 weeks, 2 that led to an offer. He accepted one of those positions and was reemployed within 4 weeks of receiving his new resume.