

# JAMES MITCHELL

61 2 8006 7530  
bridgette@theresumechick.com

857 Golden Four Drive  
Melbourne, VIC 3000

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## IT MANAGEMENT PROFESSIONAL

Project Management & Solution Architect & Transition Management

Dedicated, Proactive, and Loyal **IT Management Professional** has 20+ years of extensive experience in strategic IT planning, and execution, implementing future state IT architecture, building strong working relationships and managing teams in IT environments. Distinguished top performer possess proven track record in developing and overseeing numerous large scale projects of tremendous importance, managing resources both on shore and off shore. With an outstanding technical expertise, unparalleled project management skills and remarkable commitment to customer service incorporates innovative solutions that streamline processes, expand functionalities, increase company's revenues and drive business growth.

Candidate projects a professional image at all times and effectively contributes towards organizational success. Dependable individual demonstrates personal resilience to thrive in demanding environments; embraces positive energy with a 'can do' attitude, and manifests a drive to deliver exceptional results.

- ✦ Strategic Planning & Transition Management
- ✦ P&L Management & Budget Control
- ✦ Task & Detail-Oriented Team Builder
- ✦ Project Management & Service Delivery
- ✦ Analytical & Creative Problem Solver
- ✦ Strong Communication & Interpersonal Skills

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## CAREER HISTORY

### Siemens IT Solutions & Services /Siemens International

June 1999 – Present

Sr. Service Delivery Director (2014 – Present)  
Managed Services, Siemens Energy Account  
Sr. Service Delivery Director (2011 – 2014)  
Managed Services, Microsoft Account & Bill and Melinda Gates Foundation  
Solution Director (2009 – 2010)  
Managed Services, Microsoft Account  
Service Delivery Director, PMO & Project Office (2006 - 2008)  
Managed Services, Washington Mutual Account  
Solution Director, Engineering (2004 – 2006)  
Migration Services ORS  
Solutions Director, Consulting Services (2001 – 2004)  
Sr. Enterprise Consultant, Consulting Services (1999 - 2001)

- ✦ Held **accountable for the smooth running of the overall business IT operations**; provided services that rendered remarkable customer experience and constant achievement of company goals.
- ✦ **Exhibited excellence in meeting all project key objectives** and delivery of outsourced services in a timely manner, within the limits of defined budget and with a great quality levels.
- ✦ Quickly established rapport and credibility, and **built favorable business relationships** with clients from various countries including Germany, Brazil, India, Canada, UK, Ireland, Romania, France, and Spain; executed each activity in conformity with Service Level agreements.
- ✦ Mentored, guided and effectively led the activities of direct and indirect reports towards the most effective accomplishment of set targets and goals; **managed and professionally developed direct reports** with established succession plans.
- ✦ **Fostered a culture of continuous improvement** and work efficiency; worked in conjunction with the Service Management Center to deliver improvement projects that optimized company's processes.
- ✦ Liable for the successful execution of IT projects for **large Fortune 500 customers**; handled all preparation needed to provide high quality level of IT services.
- ✦ Demonstrated strong, dynamic leadership; worked harmoniously and effectively with others, developing a strong working rapport with all team members and continuously striving to **strengthen and refine the professional effectiveness** and team performance.

- ✦ Motivated and empowered staff, effectively guiding 11 direct reports with 160 indirect reports responsible for service delivery and customer satisfaction; **facilitated the growth and development of staff** establishing positive working environment that generated high employee retention.
- ✦ **Devised competitive global IT Solutions**, balanced business needs to technology requirements and aligned technology solutions with business strategies; delivered infrastructure services (Network, Data Center, End-User Computing) for Siemens Energy and Siemens Power Generation Services Globally.
- ✦ **Handled varied and complex work to highest standards**; built financial models that determined the cost and price for delivering the proposed services; prepared Statements of Work (SOW), service level agreements (SLA), and contracts; negotiated best value deals.
- ✦ Delivered comprehensive **operational, financial, technical and managerial support** that produced optimum efficiency and outstandingly high customer satisfaction.
- ✦ Provided leadership to the IT and business development initiatives; **optimized the company's IT performance and strategic position**; orchestrated the Solution Design process by assessing RFI/RFQ requirements and client needs; supported the team during the development of business case, proposal, presentation, SOW, and implementation plan.
- ✦ Defined and **drove the technical direction** ensuring technical developments are aligned and a robust system is in place; delivered substantial assistance with the **development and execution of Transition & Transformation Strategies**; formulated Transition plans and effectively handled all business requests for new applications and modifications to existing functionalities.
- ✦ **Provided innovative IT solutions** that streamlined business operations; implemented key parameters of the solution and utilized the available benchmarks to create a competitive solution; advocated compliance with corporate/business unit and legal strategies in SOW development.
- ✦ Assumed full responsibility for the overall performance and daily operations of the **Siemens Program Management Office (PMO)** for the Washington Mutual account; spearheaded daily PMO deliverables, account governance process, reporting, and service delivery team performance.
- ✦ Continuously worked towards achievement of operational excellence and **implementation of best practices within the IT field**; deployed various strategic technical initiatives and performed quality audits; oversaw solution design, pricing, GP, and margin obtainment; headed service initiatives including ITSM Workshop, Windows Vista Migrations, Desktop Management, and Application Readiness.
- ✦ Exhibited unutterable experience providing practice-related industry experience and leadership in Systems Management and Enterprise Management disciplines for clients nationwide; delivered substantial guidance and expert advice through all phases and in all aspects required to erect a successful IT operation; led the execution of large **projects of significant complexity, risk and breadth**.
- ✦ Provided critical input into IT projects; engineered and delivered server and desktop management solutions developed around the Microsoft product platforms; designed and instituted **Microsoft Windows NT Domains and Microsoft SMS hierarchies**; built service offering, supporting collateral, and pricing for Microsoft SMS Quick Start and Rapid Restart programs.

## EDUCATION & TRAINING

University of Iowa, Iowa City, IA, May 1994

B.B.A, Management Information Systems; Minor: Operations Management

Microsoft Certified Systems Engineer 3.51, 4.0, & 2000

Microsoft Certified Trainer

ITIL Certificate – ITSM Foundation

International Talent Development Program, Atos and HEC Paris

"Challenges of Global Growth", 2015

Siemens Outsourcing Leadership Program, 2015

Six Sigma Sponsor Training

## NOTABLE HIGHLIGHTS

Orchestrated Projects worth 28M for a Fortune 500 Company;

Recognized by a Royal Family from the Gulf Region with Appreciation with Assistance;

Directly Contributed to Achieving FY13 Order Entry at 111%, Revenue at 106% and Margin at 110%;

Delivered FY13 Project Revenue at 120% and Margin at 110%;

Negotiated a Multi-year \$32.8m Services Contract for Managing 8 Labs Supporting ~55,000 Servers