



BILL MARSH

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Born in Calexico, California, USA (Apr-1954)

BioEstadística, S.C., Director, Division of Bioinformatics and Communications. 2015 to present.

ABSTRACT

Twenty plus years of IT leadership and management experience spanning several industries: Service Management, Computer Technology, IT Startups, Financial Services and others. Global management of IT staff, IT Consulting Services teams and Program/Project Offices specializing in Systems Design and Process Eng. implementation and support, Cloud-based IT Project/Portfolio/Program delivery leadership and vendor management within e-Commerce and IT infrastructure organizations.

PROFESSIONAL EXPERIENCE

- **Director, Division of Bioinformatics and Communications, BioEstadística, S.C.**, Monterrey, N.L., Mex. Oct-2015 to present
- **Business Operations Mgr. - IT, Capital Group Companies**, Irvine, CA Jan-2007 to present
Lead global centralization of IT processes, procedures, and concentration of reporting platforms, defined and applied development standards that lead to increased performance, productivity and resource utilization. Implemented Project and Portfolio Management Cloud tool across global IT for project, time and budget tracking. Defined, organized and lead global IT projects, issues, risks and budgets that implemented a workload automation tool, secure B2B communication channel, associate development courses.
 - Provided strategic thought leadership in helping to build and maintain a global federated ePMO.
 - Developed, delivered, and reported on Project, Program, Portfolio management metrics
 - Managed global virtual teams for upgrade & production implementation projects
 - Developed, supported and maintained IT Development Methodologies and websites
 - Change Management
- **Managed Services Director, Technology Integration Group (TIG)**, San Diego, CA Oct-2004 to Nov-2006
IT Managed Services provider for small, medium and enterprise companies, government and educational organizations. Working with a wide range of vendors, third-party products, industry standards and best practices, I tailored managed services solutions to meet client business requirements. Conducted pre-sales solution analysis, SOW definitions, aligned expert resources for customer solutions and managed delivery of outsourced services. Developed project team skills, provided mentoring and project management.
 - Developed Computer Associates business relationship, which lead to multi-\$M Service Desk sales & implementation projects
 - Created and lead new Professional Service programs that totaled more than \$2M in repeatable business
 - Projects include CRM, Service Desk, networking solutions, break/fix, IT managed services
- **Practice/Delivery Director, Spherion Technology Services**, Los Angeles, CA Jan-2003 to Sep-2004
IT Managed Services and IT consulting services provider for Fortune 500 companies. Created custom client solutions, mitigated risk and provided pre-sales support to field organization across all service offerings. Incorporated a best-practices structure and industry standards to generate a constant flow of information to meet client-defined objectives, maintain peak performance and achieve productivity and profitability goals. Coordinated team-building activities, developed and managed third-party

business relationships

- Lead multi-\$M dollar consulting opportunities, from pre-sales through delivery
- Helped solidify West Coast services business, resulting in several consulting service contracts and continued business
- Projects include technology refresh, e desktop migration, networking, Linux/Windows server farms
- **Principal Consultant, Enterprise Management Strategic Consulting Services, San Diego, CA Nov-2001 to Dec-2002**
IT services provider. Lead growth initiatives and provided core delivery functions. Owned the sales cycle, engagement P&L, project methodologies & processes and project leadership.
 - Designed and implemented higher education IT infrastructure solution
 - Offered services in Latin America & USA.
 - Projects include IT strategy, process re-engineering, corporate software implementation projects
- **Solutions Architect, Acclaim Technology, Inc., San Jose, CA Jan-2001 to Oct-2001**
IT services provider. Established consulting services and regional business development initiatives. Coordinated team-building activities and mentored engineering personnel. Developed and managed third-party relationships.
 - Lead HP-OVO installations, creating repeated consulting business
 - In conjunction with Information Week, hosted executive seminars in Irvine, San Diego and Phoenix, and executive golf event which totaled more than \$6M in new business.
 - Projects include e-commerce solutions, network monitoring and analysis solutions, CRM
- **Director, Methodology and Knowledge Management, Aptia, Inc., San Jose, CA, May-1998 to Jan-2001**
IT network services & solutions provider. Project leadership with P&L accountability. Managed third parties. Technical advisor on company policy. Managed the engagement qualification, scoping and proposal-generation processes. Established, maintained and acted as point of contact for numerous account relationships.
 - Defined, implemented and managed the PSA tools and developed the Aptia Consulting Methodology, contributing to increased billable hours and improving engagement profitability by 45%
 - Successfully reduced neophyte training time by 400% (slashed time from 4 to 1 week).
 - Managed an Aptia and third-party team, to revamp E*Trade System Engineering middleware, processes and methodologies. This became Aptia's largest grossing client at over \$7M in revenue.

ADDITIONAL EXPERIENCE

- **Senior Network Consultant**, Hewlett-Packard, San Diego, CA
- **Senior Systems Analyst**, White Data Systems, San Diego, CA
- **MIS Manager**, Del Monte Corporation, Walnut Creek, CA
- **Technical Partner**, International Data Services, Calexico, CA

TOP SKILLS

- IT Strategy, Project Management, Vendor Management, Portfolio Management, Program Management, Change Management, Leadership
- Agile, ITSM, IT Professional-Services Consulting Methodologies, Software Development Lifecycle (SDLC), Information Tech. Infrastructure Library (ITIL), Rapid Application Development (RAD), Rapid Application Prototyping (RAP), Client Relationship Management (CRM)
- Tableau, SAP, Business Objects, Web Intelligence, PPMC, Cloud, Salesforce.com, Windows 7/XP/NT 4.0/NT3.51/2000/2003, Citrix, N-able, SQL, HP OpenView, VMware, Remedy Help Desk, Asset Mgt, Microsoft Office 2010/2003/2000/98/97 (Word, Excel, PowerPoint, Visio, FrontPage, Access, Outlook, Project, Publisher), HP-UX System Mgr, Portera, NMS, Cisco Works, Tivoli, Image, Informix Universal Server/Web Content