

# JOSEPH BROWN

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## Global Operations Leader

Data Management | Enterprise Technology Solutions | Process Improvements

Senior Operations Executive with a successful background crafting enterprise-wide technology solutions, process improvements, and data governance policy within global operations. Concept-to-implementation strategist with demonstrated success controlling multiple projects that elevate organizational efficiency while optimizing resources and increasing revenue. Data-focused and analytical with a track record of accomplishment in automating functions, standardizing data management protocol, and introducing new business intelligence tools. Thought leader working with key stakeholders focused on strategic planning, resource utilization, business development, and compliance. Fluent in Spanish and English.

### AREAS OF EXPERTISE

Change Management ▪ Strategic Planning ▪ Process Improvements ▪ Standard Operating Procedures  
Global Compliance & Standards ▪ Performance Management & KPIs ▪ Data Privacy & Regulatory Compliance  
Operational Efficiencies ▪ Business Technology ▪ Contract Negotiations ▪ International Operations  
Team Leader/Mentor/Trainer ▪ Customer Satisfaction/Retention ▪ Business Development

**CLOUD COMPUTING:** Cvent, Salesforce, SharePoint, Smartsheet, MS Office 365

**BUSINESS INTELLIGENCE:** Power BI, Tableau

## PROFESSIONAL EXPERIENCE

### ABC INTERNATIONAL, NEW YORK, NY

2015 – PRESENT

*The ABC offers an international educational curriculum with 5,935 participating schools and 7,500 programs in 150+ countries for students ranging 3 to 19 years old.*

#### Head of Global Operations | 02/2015-Present

Hired to implement strategic initiatives to improve global operations for four offices in the Americas, Asia Pacific, and European regions. Provide strategic guidance to core leadership team in the Schools Division with 220+ employees.

##### Strategy Planning

IB offices at all locations were both technologically and operationally decentralized with nonexistent or outdated technology, undocumented business processes, and no means to measure operational performance.

- Implemented global operational framework—School Lifecycle Management—structured to address each phase from business development to customer satisfaction.
- ✓ These scalable self-service solutions resulted in an **83% gain in optimized business processes, a 2% increase in income, 7% growth in business development, and a month labor saving of 48 hours** by accelerating each phase of the process and eliminating human error and redundancy.

##### Operations & Resource Utilization

- **Launched IB's first-ever Standard Operating Procedures** and facilitated training throughout 220+ employee organization on newly optimized business processes.
- **Implemented business intelligence tool**—Power BI—that enabled forecasting accuracy and visibility into stakeholder service needs, management of service level agreements and key performance indicators.
- **Elevated human capital utilization rate** by aligning regional division with international operational standards.

##### Data Governance

- **Implemented data governance framework** and processes to ensure protection of personally identifiable information and general digital assets.
- **Partnered with legal department to update data protection and privacy policies**, terms and conditions, non-disclosure agreements, and data collection/maintenance/retirement in compliance with General Data Protection Regulations (GDPR).

##### Technology Management

- **Integrated 30 disparate legacy systems into five enterprise-wide technology solutions** by implementing innovative cloud computer technologies; i.e., Salesforce and Cvent.
- **Eliminated technology footprint** from 30 disparate technology platforms to five cross-cutting cloud solutions.

**ABC BANK, NEW YORK, NY****1995 – 2015**

*The World Bank Group (WBG) provides financial products and technical assistance to 189-member countries. WBG has more than 10,000 employees with 120 offices worldwide.*

**IT Officer, Business Management II | 06/2012-01/2015**

Managed \$15 million in capially funded projects running in parallel. Oversaw evaluation of annual capital investment proposals/expenditures and prioritized IT investments to align with strategic goals of the organization.

**Strategy Planning**

Implemented market strategy for corporate mobile devices and enterprise mobile applications. Provided business-critical marketing counsel to C-level executives and key contributors to executive team. Selected to lead team of eight technology professionals; managed branding, SEO, collaboration platforms, and client engagement.

- **Earned VP Team Award (2014)** for leading strategic vision and on time/on budget delivery of mobile app.
  - ✓ Pioneered Bank's first marketing framework for mobility, which enhanced internal customer service.
- **Served as Enterprise Architecture strategic advisor**, which encompassed analysis of current and future technology landscape organization-wide.
  - ✓ Influenced strategy on cloud computing, mobile application development, business intelligence, GIS, and more.

**Technology & Data Management**

- **Instituted higher level of data management discipline** to the organization to proactively plan, design and launch marketing solutions.
- **Appointed to IT Governance Board** to review project concept proposals and evaluate business cases.
- **Developed IT deployment action plans**, risk management precautions, and mitigation strategies to ensure compliance with audit standards.
- **Led decommissioning** of Lotus Notes; migrated 1,400 applications to new solutions, including Cvent, SharePoint, Tableau, Documentum, and others.

**Information Officer | 06/2010-06/2012**

Delivered thought leadership in governance guidelines and policies as a member of IT Risk and Service Management Committee and the IT Governance and Change Advisory Board.

- **Managed ISO 20000 Incident and Problem management processes** to ensure internal audit compliance.

**Information Analyst | 09/2005-06/2010**

Implemented Quality Management Program for IT Service Desk.

- **Raised customer satisfaction level to 98%** as manager of 25 IT specialists working remotely (India) and on site.

**Information Specialist | 07/1999-09/2005**

Directed provisioning of technical support to 10,000+ staff. Managed eight IT support professionals.

**EDUCATION**

University of State, New York, NY

**Master of Science in Management of Information Technology | 2012**

University of State, New York, NY

**Bachelor of Science in International Business | 1998**

**Bachelor of Art in Spanish Language & Literature | 1998**