

# DEAN SANTORO

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## SUMMARY

- **Increase** enterprise performance; create infrastructure solutions to enable productivity and meet critical goals.
- **Enable** businesses to streamline processes with technology solutions to improve customer service and increase transparency, while reducing human interface errors and costs.
- **Build** data centers, high speed networks and deliver major technology upgrades and migrations.
- **Lead** global initiatives, establish blended on/offshore support models, meet service levels, achieve regulatory/PCI compliance, deliver business continuity/customer data security and create co-location failover capabilities.
- **Deliver** pre-sales customer support, technical guidance and business/ROI analysis, to win customers.
- **Improve** customer satisfaction, replace conflict with collaboration, communication and mutual trust, plan and document all solutions, establish accountability and inspire teams to deliver excellent performance.
- **Innovate** by leveraging diverse industry experience in financial services, life sciences/pharmaceuticals, high technology, managed services and health care. Enterprise scale ranges from startup to Fortune 500.

## SPECIALIZED SKILLS

**IT Infrastructure Management • Data Center/Network Design & Build • P&L Management  
Global Program/Project Management • PMP Certified • Six Sigma Green Belt Certified • On/Offshore Support  
Solutions Team Build/Lead/Mentor • Information Security/Business Continuity • Applications Build  
Large Global Technology Upgrades/Migrations • IT Performance Management • Server Virtualization  
Process Assessment/Re-Engineering • Vendor Relationships/Management • Business Development/ Retention  
Laboratory Information Management Systems (LIMS) • Hosted Solutions • Green IT Initiatives • Compliance/PCI**

## PROFESSIONAL EXPERIENCE

**Shire Pharmaceuticals, Inc., Lexington, MA** **2012 to Present**

***Program Manager, Information Security, Risk Management and Compliance (contract)***

Function as the 'chief of staff' to the Senior Director of Security and Risk management providing program management leadership and guidance. Direct the efforts of several project managers in the implementation of a portfolio of information security programs and projects in the governance, risk and compliance, identity and access management and ongoing operations work streams. Manage third party vendors, delivery and communications with stakeholders across multiple lines of business.

- Manage the migration of Windows Active Directory 2008 R2 uplift across the enterprise.
- Direct the Governance, Risk and Compliance (GRC) assessment and implementation effort.
- Oversee the Disaster Recovery program implementation.
- Direct the deployment for re-architected Active Directory; Secure SSL-VPN and the roadmap for extending directory services for Cloud deployments; oversee the integration with cloud services directory broker and POC of extended identity services for 3 pilot applications.
- Manage the implementation of a SIEM tool, FW management tools for centralized policy and configuration management and network intrusion detection services.

**Integralis, Inc., Waltham, MA**

**2010 to 2012**

***Director, Project Management***

Direct and implement multiple simultaneous client engagements with consistent delivery excellence. Deliver business consulting, strategic performance management methodology knowledge expertise, process assessments and technology /business applications guidance. Build customer loyalty, maintain existing revenue spend and up-sell additional products and services. Direct third party vendors, manage progress, and communicate changes to client and Integralis management.

- Created sales process "playbook," documenting complete sales cycle and approvals. Improved project planning, governance and profitability, by avoiding oversight/scoping errors. Led to creation of Customer Acquisition Team.
- Improved project profitability and decision effectiveness; set standardized project/project group controls and Key Performance Indicators (KPI), for single, real time view of project/project portfolio profitability and performance.
- Leveraged project playbook and KPI's to establish standardized statement of work (SOW), to formalize customer changes into order requests, enabling company to document and capture revenue for customer changes.
- Delivered multiple engagements valued to \$1 million; leveraged Integralis security and risk thought leaders to ensure clients received optimum technology solutions.
- Enabled numerous clients to achieve regulatory/PCI compliance and reduce intrusion risk, to increase protection of private credit card information and customer data.
- Provided excellent customer experience and satisfaction, by focusing on details, delivering on time and communicating potential issues early, enabling customer to anticipate/avoid negative business impact.

- Strengthened customer loyalty and business relationships by communicating frequently with customer management/sponsors and Integralis management.

**Genzyme Corporation, Subsidiary of Sanofi-Aventis, Cambridge, MA**

**2009 to 2010**

***Program Manager (contract)***

Led delivery of at-risk ERP implementation and built collaboration among Genzyme stakeholders and third-party vendors (Deloitte, HP, Oracle and Hyperion). Directed project completion, managed costs and ensured user satisfaction; delivered frequent status reports; and managed infrastructure, applications development, virtualizations and hosted solutions.

- Evaluated business requirements and capabilities; implemented/modified systems improving productivity.
- Implemented accounts receivable, accounts payable, fixed assets and general ledger modules on time and budget.
- Enabled creation of Oracle EBS and Hyperion development platform; built collaboration among Indian off shore, U.S. and hosted service vendors/providers, and established infrastructure, connectivity and communications.
- Automated Genzyme's product testing/release processes, standardized laboratory processes/procedures and ensured regulatory compliance. Implemented paperless laboratory information management (LIMS) and chromatography data systems (CDS).

**GAP, Inc., International Sourcing, Americas, Miami, FL**

**2006 to 2008**

***Manager, Information Technology***

Managed outsourced relationship with IBM Global Services; led infrastructure, help desk and applications support for North/Central/South American business units; implemented regional product life cycle management methodology. Collaborated with IBM GS to migrate support components to China and Singapore; managed GIS Americas IT budget.

- Optimized productivity, efficiency and performance of applications/infrastructure support staff, by monitoring performance and emphasizing customer service excellence.
- Implemented blended business/technology solutions, by managing IBM applications and infrastructure resources; delivered scalable, reliable and cost-effective solutions that improved productivity and data access.
- Reduced printing costs at all GIS global offices by implementing "green initiative" establishing Print-to-PDF functionality, saving nearly 100,000 document pages per month, saving paper, ink and file storage space.

**Bayview Financial, Miami, FL**

**2005 to 2006**

***Manager, Information Security and Business Continuity***

Led information security and business continuity initiatives, implemented best practices, designed scalable architectures and launched information security awareness/training programs.

- Developed outsourcing strategy, with savings trajectory of \$10+ million within five years; model included data center relocation and application/infrastructure support outsourcing.
- Improved enterprise productivity, efficiency and multi-site operational excellence, by implementing enterprise information security standards and best practices.
- Increased productivity and data protection, while reducing costs, by relocating corporate data center to hardened vendor site; achieved regulatory compliance with Sarbanes-Oxley and Graham-Leach-Bliley regulations.
- Ensured intrusion prevention, business continuity and protection of sensitive customer information, to meet regulatory compliance for commercial loan initiations, servicing operations and mortgage derivative sales.

**Microlennium, Inc., Holyoke, MA**

**1996 to 2005**

***Chief Operating Officer (COO) & Chief Technology Officer (CTO)***

Delivered managed hosting services to diverse global corporations, in financial services, manufacturing, insurance and telecommunications.

- Implemented scalable data center using UNIX and Microsoft B2B Web applications. Provided off-site backup/storage, secure remote access, Web hosting and email; and delivered uptime averaging 99.97%.
- Reduced Lifespan Hospital Network HR costs by \$400,000+; automated benefits enrollment for 10,000+ users.
- Consolidated two post-M&A data centers into one for Beiersdorf USA; led architecture, build and integration.

**CIGNA Healthcare, Bloomfield, CT**

**2000 to 2005**

***Senior Project Manager / Information Security Officer (contract)***

Migrated 1,000+ *ad hoc* locally-developed applications, used by 40,000+ employees, to Active Directory environment; managed matrix team of 15+. Implemented data warehouse and multiple data marts for healthcare claims division.

- Reduced IT costs by directing transition of applications development/support to offshore vendor.
- Improved data security; directed global rollout of information protection policies to 40,000+ users.
- Collaborated with business/IT stakeholders, to determine savings of using offshore managed services.

**Scirex Corporation, Hartford, CT and U.K.**

**1996 to 2000**

***Manager, Information Technology***

- Implemented clinical research data management system in U.K. and U.S.

- Reduced IT costs by relocating/consolidating five data centers to single facility with 200+ servers.

#### **Early Experience**

**Naugatuck Community College, Waterbury, CT, *Adjunct Professor (1995 to 2005)***

**Southern CT Telephone, New Haven, CT, *Senior Network Administrator (1992 to 1996)***

**The Travelers, Hartford, CT, *Programmer/Network Administrator (1990 to 1992)***

#### **EDUCATION**

**MBA, Management, University of New Haven, New Haven, CT**

**BS, Computer Science, Quinnipiac University, Hamden, CT**

#### **CERTIFICATIONS**

**Six Sigma Green Belt, DMAIC**

**PMP, Project Management Professional, Project Management Institute**

**CISSP, Certified Information Systems Security Professional, ISC<sup>2</sup>**