THORSTEN MANTHEY BSC, MSC (Computer Science)

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PROFESSIONAL PROFILE

A results-driven senior IT leader with international experience and demonstrated success helping businesses deliver service improvements, execute global programs, produce cost take out, developing strategic plans, implementing technologies, establishing governance, delivering value, and enabling digital and cultural transformation.

Recognized for providing strategic perspectives and leadership skills as an IT Service Management consultant (ITSM), Agile coach, change champion, motivator, program & project manager, trainer, and problem solver.

Vast industry experience and demonstrated skills (e.g., ITIL 4, COBIT 5, OCM, Agile, Governance) that establishes trust when working closely with senior management and partners. Effective communicator, servant leader, negotiator, facilitator, and team builder. Recognized speaker and presenter, fluent in English, German and Swedish.

► STRATEGIC PROGRAM DEVELOPMENT AND IMPLEMENTATION

Proven track record defining and executing large global strategic ITSM programs with multiple sub-projects ensuring benefit delivery through a value management approach. Designed and implemented multiple global successful multi-vendor (SIAM) operating models.

Strong technical lead implementing multiple ITSM and process management solutions.

Developed Strategic Process Roadmaps by executing detailed process assessments to prioritize and optimize people, process, partners, governance, and technology investments.

► PROCESS AND IT GOVERNANCE

Developed and implemented comprehensive IT governance framework for multiple fortune 100 corporations.

Established clear roles with defined responsibilities and accountabilities for Service / Process / Platform Owners and Process Managers to transform the IT organization into a service centric delivery organization.

Generated process efficiencies and service quality by establishing measurements and reporting structures.

► CULTURAL, AGILE AND ORGANIZATIONAL TRANSFORMATION

Designed and executed large change management programs and digital transformation initiatives based on industry recognized methodologies; Prosci's ADKAR model and John P. Kotter's 8 steps.

Transformed organizations through structured people change management that generated operational cost reduction by improving speed of adoption, increased utilization, and optimized user proficiency.

A servant leader and Agile coach transitioning organizations towards an Agile way of working.

Substantial quality improvements of service delivery due to cultural change in attitude and behavior.

PROFESSIONAL EXPERIENCE

Tata Consultancy Services (TCS), New York, NY   February 2017–present
Engagement Director

TCS Consulting and Services Integration accelerates enterprise-wide cultural and digital transformation with an Agile, Service Management, and Machine First approach in the Business 4.0 world.

- Execution of global ITSM/SIAM programs; implementation of governance and technology solutions.
- IT Process and Service Governance; Designed a Product Based Operating Model; measurement frameworks.
- Program and project delivery; implementing new processes and Agile way of working.
- Thought leader, Agile coach; developing new service offerings and IP for TCS.

KPMG, Albany, NY   March 2015–November 2016
Manager, IT Advisory

KPMG's IT Advisory Services Practice focuses on fundamental business issues - managing risk, increasing revenues, controlling costs - which organizations should address to help them flourish.
- Advising multiple clients improving their ITSM processes and governance structures.
- Managing engagements end-to-end; statement of work, proposals, engagement financials and deliverables.
- Thought leader; developed new KPMG IP and multiple toolkits.

CIGNA, Hartford, CT   January 2014–February 2015
IT Service Manager

A thought leader and ITIL Process Owner developing the ITSM strategy, service and process governance, strategic process roadmaps, process assessments, implementation, and continuous improvement for multiple ITIL processes.
- Development and implementation of a comprehensive IT Process and IT Service Governance framework.
- Lead the execution of process development and strategic process roadmaps; service centric transformation.
- Design of a comprehensive IT Service Catalog utilizing ServiceNow; workflows, style guides, stages etc.

WELLPOINT, Syracuse, NY   January 2010–December 2013
Executive Advisor – IT Service Management (Syracuse, NY)   December 2012–December 2013

Drove the development of Strategic Process Roadmaps and establishment of a comprehensive IT governance framework to ensure continuous long-term process improvement, clear accountabilities, and optimized service delivery.
- Established a comprehensive IT governance framework for Service Owners, Process Owners, and Process Managers to enable cost take out, improved effectiveness and efficiencies for service delivery.
- Created a 12-month rolling strategic process roadmap to drive long term investments and improvements.
- Designed a cultural change management program based on industry recognized methodologies.

Senior IT Manager – IT Service Management (Andover, MA)   January 2010–December 2012
Led the development and implementation of a proactive IT Service Management program and continuous improvement for a fortune 50 corporation to ensure that standardized methods and procedures are used.
- Generated savings of $93M based on lower rate, single supplier and improved demand management when negotiating a 5-year outsourcing engagement with IBM for IT Service Management and infrastructure services.
- Accountable for the implementation of a new IT Service Catalog, 400+ IT services for over 40,000 WellPoint associates (IBM Tivoli Service Request Manager – TSRM). Improved service quality and speed of delivery.
- Technical lead for the implementation of the IBM Tivoli Work Order module and integration with software and hardware asset management modules.

COVESTIC, Kirkland, WA   October 2009–January 2010
Senior IT Service Management Consultant

Grew and enhanced the IT Service Management practice by successful engagement delivery, providing sales support, developing marketing material, and providing thought leadership collateral for IT Service Management offerings.

CIGNA, Bloomfield, CT   March 2009–October 2009
ITSM Training & Organizational Development Consultant

Developed and implemented a training and change management program for 3,000+ employees on the HP Service Manager tool.

KPMG LLP, Boston, MA **Manager, IT Advisory**	2007–2008
SHELL CANADA LIMITED, Calgary, AB, Canada **IT Service Management Specialist / Staff Systems Analyst – IT Security and Controls**	2004–2007
MONTREAL EXCHANGE, Montreal, QC, Canada **Process Manager – Business Solutions & Information Technology**	2003–2004
GROUP3G UMTS – QUAM, Munich, Germany **Senior Specialist – IT Process Design, Wireless Telecommunication**	2002
ERICSSON – USA, Germany, Italy, and Sweden **Multiple roles in multiple countries**	previous to 2001

EDUCATION & PROFESSIONAL CERTIFICATIONS

MSc, Computer Science & Engineering, Chalmers University of Technology, Sweden

BSc, Mechanical Engineering, Aso Upper Secondary School, Sweden

ITIL 4 Managing Professional

ITIL V3 Expert

Professional Scrum Master (PSM I) – scrum.org

VeriSM Foundation

Certified Change Management Professional (CCMP) - Prosci®

COBIT 5 Foundation – APMG International

PRESENTATIONS & ARTICLES & AFFILIATIONS

Presenter at SM World 2023, *it*SMF FUSION 13, 14, 15, 17 and 19, *it*SMF Norway and Sweden conferences

Published articles in IT Chronicles**, *it*SMF USA, The Forum Newsletter and *it*SMF Canada Newsletter.

- Articles and presentations available at: www.tmanthey.com/speaker

Vice President of Programs (HDI New York City Chapter) founding member (2024)
Board member of *it*SMF (IT Service Management Forum) New England LIG (2009 – 2013).
Board member of *it*SMF (IT Service Management Forum) Southern Alberta Branch (2005 – 2007).
- Planned and executed the *it*SMF regional conference in 2006; and the *it*SMF national conference in 2007.

AWARDS & ONLINE PRESENCE

- KPMG achievement award
- Distinguished Professional in Service Management
- Professional web page: www.tmanthey.com
- LinkedIn profile: www.linkedin.com/in/thorstenmanthey

VOLUNTEERING

I volunteer through my employer (TCS) at multiple events in New York City e.g., NYC 9/11 Meal Packing.
Volunteering and skipper at the HRCS sailing club helping high school kids with STEM and leadership skills.
Provided laptops, sewing machines, chess pieces and business knowledge to an education program in Uganda for kids.