

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, implement technologies, establishing governance and enable cultural change transformation.

Recognized for providing strategic perspectives and leadership skills as an IT Service Management consultant, change champion, motivator, project manager, trainer, and problem solver.

Vast industry experience and demonstrated skills (ITIL V3 Expert, COBIT 5.0, Certified Change Management Professional, Professional Scrum Master) working closely with senior management and partners. Effective communicator, negotiator, facilitator and team builder. Fluent in English, German and Swedish.

► ITSM/ITIL STRATEGIC PROGRAM DEVELOPMENT AND IMPLEMENTATION

Proven track record defining and executing large global strategic IT Service Management programs with multiple sub-projects.

Strong technical lead implementing multiple ITSM and process management solution (e.g. ServiceNow, HP Service Manager).

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

► PROCESS AND SERVICE 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 AND ORGANIZATIONAL PEOPLE TRANSFORMATION

Designed and executed multiple change management programs and 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.

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's Service Management Consulting Practice is responsible for advising global 1000 clients on Digital Service Management Transformation; Service Integration and Management (SIAM) and Lean Service Operational Excellence.

- Execution of global ITSM/SIAM programs implementation of governance and technology solutions
- IT Process and Service Governance; establishing service centric IT organizations; measurement frameworks
- ITSM program and project delivery; implementing new processes and focus on process improvements
- Thought leader, developing new toolkits 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 in order 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

Drive 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 and 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

Lead 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.

- Negotiated and scoped a 5-year outsourcing engagement with IBM to provide IT Service Management and infrastructure services. Savings of \$93M based on lower rate, single supplier and improved demand management.
- 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

Grow and enhance the IT Service Management practice by successful engagement delivery, providing sales support, develop marketing material and provide thought leadership collateral for IT Service Management offerings.

CIGNA, Bloomfield, CT

March 2009–October 2009

ITSM Training & Organizational Development Consultant

Accountable for developing and implementing 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

MSc, Computer Science & Engineering, Chalmers University of Technology, Sweden
BSc, Mechanical Engineering, Aso Upper Secondary School, Sweden

PROFESSIONAL CERTIFICATIONS

ITIL V3 Expert / ITIL V2 Service Manager / Accredited ITIL V3 Foundation Trainer
Professional Scrum Master (PSM I) – scrum.org
VeriSM Foundation
Certified Change Management Professional (CCMP) - Prosci®
COBIT 5 Foundation – APMG International

AFFILIATIONS

Board member of *itSMF* (IT Service Management Forum) New England LIG (2009 – 2013)
Board member of *itSMF* (IT Service Management Forum) Southern Alberta Branch (2005 – 2007)

- Charter board member; established the branch in 2005
- Planned and executed the *itSMF* regional conference in 2006; and the *itSMF* national conference in 2007

PRESENTATIONS & ARTICLES

Presenter at *itSMF* FUSION13, 14, 15, 17 and 19, *itSMF* Norway and Sweden conferences
Published articles in *itSMF* USA, The Forum Newsletter and *itSMF* Canada Newsletter

- Articles and presentations available at: <http://www.tmanthey.com/speaker.html>

AWARDS

KPMG achievement award

ONLINE PRESENCE @ www.tmanthey.com & www.linkedin.com/in/thorstenmanthey