

AMANDA FRATTICCIOLI

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OPERATIONS LEADER

Transforming organizations through operational excellence and strong business processes

As an established leader, I have consistently spearheaded strategic initiatives within matrixed organizations. Recognized for my ability to inspire and guide operational teams, I foster an environment where individuals thrive, ultimately delivering tangible business outcomes. My leadership is characterized by a commitment to alignment to organizational goals, fostering innovation, and mentoring teams to achieve their highest potential.

EXPERIENCE

INFORMATION TECHNOLOGY SERVICES- NORTHEASTERN UNIVERSITY

HEAD OF THE OCIO & IT OPERATIONS AND GLOBAL NETWORK, JULY 2021-PRESENT

Leadership and Team Management

- Chief of Staff to the CIO & Vice President and member of the ITS leadership team.
- Trusted thought partner to Senior Vice President of Global Network & Strategic Initiatives and member of the GNSI Leadership Team.
- Led large scale technical and M&A projects ranging up to \$8 million initiatives.
- Fostering a culture of excellence and teamwork through leading team training, team building activities, and collaborative cross functional initiatives.
- Orchestrated alignment of CIO strategic priorities and roadmap across the organization and critical business partners.
- Strategically restructured the administrative and operations teams to align with university objectives and regional structures for cost savings.
- Facilitated closer partnerships with business units and enabled faster decision-making by stakeholder collaboration and trust.
- Built an environment of trust with open door policies and a focus on team building and appreciation.
- Lead the division-wide IT people manager monthly meeting and programming, consisting of 40 managers.
- Liaison between ITS leadership and faculty members to escalate and resolve issues.
- Chair of the GNSI Strategic Thinkers Group to enhance the initiatives of the division and ensure all regional campuses remain in healthy range.
- Provide ongoing coaching and mentoring to the administrative and operations professionals.
- Manage OCIO administrative, GNSI administrative, GNSI communications team, IT operations team, and OCIO student staff while being the organizational change agent for improving administrative staff's maturity and practices, in support of ITS and University goals and strategy.

OCIO Digital Transformation

- Successfully delivered ITS leadership with digital workflow catering to their administrative team to be better support their daily work.
- Enhanced organizational operations through innovative digital solutions by leveraging tools like ServiceNow, OneNote, SharePoint, Miro, and Smartsheet

- Implemented the Finance & Administrative Portal, multiple request forms such as Travel & Training, Laptop Request, Temp Agency Form, Badge Request Form.
- Enhanced university leadership visibility into IT strategic projects by spearheading the creation of IT Council dashboards.

Engagement, Communications, & Human Resources

- Created organizational goals and metrics that aligned with the CIO priorities to hold the 250+ employees accountable for annual reviews.
- Evaluated the Office of the SVP communication plan and realigned a more strategic plan for the Director of Internal Communications to execute.
- Bolstered brand presence and supported university initiatives effectively through digital innovation.
- Initiated a New Hire Programming to implement IT Buddy, manager, and new hire resources.
- Create and collaborate on various presentations, Miro boards, Microsoft Whiteboards for ITS and GNSI leadership.
- Assisted with organizational restructuring, successions planning, and employee promotions in collaboration with central human resource business partners.
- Ensure employee experience by implementing engagement strategy by collaborating with internal teams, external vendors, budget management for events, creating timelines and schedules for event logistics.
- Evaluating the success of events, employee initiatives, and overall pulse of organizations through post analysis surveys and feedback.
- Triage emergency requests brought to ITS Leadership team and assist in assembling a team, communicating priorities, proposing solutions, and providing ITS Leadership/university leadership with after action plan.

Operations, Administrative, Space Planning, and Finance

- Spearheaded a collaborative IT operational function under the direction of the CIO of 250+ full-time employees,
- Assisted with university annual Long-Range Planning and New Initiatives Requests for ITS and GNSI.
- Protocols and Assessment: Establish protocols to evaluate infrastructure, operations, financial, and data architecture for compatibility, efficiency and ultimately integration with IT systems.
- Oversee the IT asset lifecycle including the asset management, refresh policy, and secure disposition for devices and cell phones for 250+ employees.
- Responsible for the space planning of 180 ITS occupied space including offices, MFD closets, data center, storage facilities and led six different space renovation projects with budgets up to \$2 million.
- Handle Capital Space and Project Requests on behalf of ITS and GNSI with the assistance of leadership and project managers.
- Vendor relationship building with important strategic contacts such as Gartner, temp agencies, digital communications, and implementation partners.
- Led IT AV projects implementing certified Microsoft Teams Room (MTR) for collaboration spaces.
- Conduct business analysis, create business cases, and provide vendor and technology solution recommendations.

SR. PROJECT IMPLEMENTATION COORDINATOR, JULY 2019 - JUNE 2021

- Digitized digital daily workflow for CIO & IT Leadership team with platforms like Microsoft To Do, OneNote, Microsoft Whiteboard, SharePoint, PowerApps, and Microsoft Flow to create a standard operating process of calendaring, note taking, action item tracking for the leadership team and their support members
- Collaborated with project stakeholders and project managers to roll up any time sensitive issues or concerns.
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- Established and facilitated AVP standup and articulate strategic updates to ensure leadership awareness.
- Coordinated any follow up items needed by ITS leadership team to ensure project roadblocks or holds are dealt with in timely manner.
- Assisted CIO in managing coordination among diverse groups of leaders across ITS teams to ensure crisp execution against clear work streams.
- Orchard Seal Team project manager to ensure Northeastern testing center platform was aesthetically aligned with Northeastern's standards, testing center deployment to Burlington campus, and assisted as the procurement of devices for COVID testing center.

ADMINISTRATIVE ASSISTANT, MAY 2018 – JULY 2019

- Delivered administrative support for the Information Technology Services department as a whole.
- Provided CIO and AVP support with calendar scheduling and complex meetings and event coordination.
- Managed student employees and schedule them to meet the needs of the organization.
- Supported finance team in facilitating purchases under \$5k.
- Key member of the Event Planning Committee, which plans monthly employee engagement activities for ITS staff coordinating with university and off-site vendors.
- Serve as Time Tracking Administrator providing guidance to staff on how to log paid time off in university system and responsible for correcting expired time off requests that were not approved by supervisors in a timely manner.
- Assist with creating onboarding and employee developmental protocols for the organization and monitor travel and training requests and purchases.
- Maintain department Organizational Chart consisting of approximately 200 full-time employees.
- Serve as point of contact for all facilities requests and communications.
- Assist in special projects for leadership team and area directors.

NORTH SHORE CHILDREN'S THERAPIES

OFFICE AND SCHEDULING MANAGER, NOVEMBER 2017 – MAY 2018

- Managed schedule for owner, administrative assistants, billing department and 15 Speech and Occupational Therapists
- Scheduled and execute weekly staff meetings for all employees.
- Initiated a bi-monthly managers meeting to discuss the health of the practice.
- Created a newsletter for the company and leveraged Mail-chimp to deliver this and other important information to patients and affiliate companies.
- Developed and trained new administrative assistants.
- Continuously created and marketed new programs to allow the growth of the practice.
- Engaged with website designer to collaborate on a more functional website for the needs of the practice.

ADMINISTRATIVE ASSISTANT, JULY 2016 – NOVEMBER 2017

- Managed and maintained the schedule of the owner and 8 Speech and Occupational Therapists.
- Received intake information and facilitated insurance checks for all prospective, new, and current patients.
- Created an inventory process that insured all materials and products are in stock.
- Built relationships with pre-schools in the area to allow therapist to see patients at their facility.
- Executed all aspects of moving the practice's location including scheduling movers, acquiring additional furniture, and working on the layout of the new space.

EDUCATION

MARCH 2023

DESIGN THINKING, DESIGN THINKERS ACADEMY

Problem Management, Collaborative Problem Solving, Problem Analysis

DECEMBER 2022

STRATEGY EXECUTION, HARVARD BUSINESS SCHOOL

Strategic Planning, Business Strategy, Resource Management

MAY 2013

CRIMINOLOGY, WEST VIRGINIA UNIVERSITY

Cum Laude and Minor in Organizational Communications