

# ISRAEL HESKIEL

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## PROFESSIONAL SUMMARY

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Senior IT program leader with 25+ years delivering complex initiatives for regulated and high-complexity enterprises. Engagement work spans four disciplines: M&A IT integration, global cloud and collaboration transformation, enterprise program recovery, and FDA Title 21 CFR Part 11 Data Integrity. Recognized presenter on FDA Data Integrity (FDAnews, 2019); methodology training received directly from a lead trainer of FDA Data Integrity Inspectors. Direct delivery experience across pharmaceutical, cosmetics, financial services, healthcare, legal, and public-sector organizations including The Estée Lauder Companies, WPP, the Metropolitan Transportation Authority, Hackensack Meridian Health, JPMorgan Chase, BNY Mellon, Aon, and Fidelity Investments.

## CORE COMPETENCIES

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Program & Portfolio Management • Cross-Functional Team Leadership • IT Governance • M&A IT Integration • Cloud & Collaboration Transformation • Microsoft 365 & Office 365 Migrations • Enterprise Messaging Migrations • FDA Title 21 CFR Part 11 • Data Integrity (cGMP, cGxP, ALCOA+) • GAMP • Mock FDA Inspections • Identity & Access Management (SAML, SCIM, SSO, Active Directory) • Zero Trust Architecture • Disaster Recovery & High-Availability • Vendor & Stakeholder Management • Change Management • ITIL • Strategic Planning

## PROFESSIONAL EXPERIENCE

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**DI Advisors** · New York Metropolitan Area *September 2006 – Present*  
*Independent consulting practice. All engagements below are contract advisory roles — direct or subcontracted through a prime contractor as noted.*

**Metropolitan Transportation Authority (MTA)** · New York, NY *June 2024 – Present*  
*Senior Program Manager — Office of Security RMS Modernization*

- Lead the Records Management System (RMS) modernization program for MTA's Office of Security — a security program coordinated through MTA Headquarters across a fragmented operating-agency security structure (NYC Transit, Metro-North, LIRR, MTA Bus, Bridges & Tunnels).
- Drive cross-agency program governance, stakeholder alignment, risk and reporting frameworks, and executive escalation management.
- Returning to MTA's program environment surfaced that the Windows and Microsoft update and upgrade deployment methodology established during the 2017–2018 program remains in active use across the enterprise.

**Hackensack Meridian Health** · New Jersey *October 2021 – August 2023*  
*Senior Program Manager — M&A IT Integration*

- Led the IT integration program for a Behavioral Health Hospital acquisition at one of New Jersey's largest integrated healthcare systems. Given full program autonomy by the sponsoring VP, with reporting into the VP and the Associate CIO/CTO.
- Led IT integration workstreams: infrastructure, identity and access management, clinical systems integration, and user onboarding across delivery milestones.
- Held program accountability for the physical infrastructure scope — including trenching for upgraded fiber lines and full low-voltage network re-cabling of the facility — coordinating with the internal team responsible for civil and construction execution.
- Directed 3 direct reports and indirect teams assembled from across the IT organization, coordinating specialists across network, security, and clinical operations.
- Triaged an unplanned WiFi connectivity gap during cutover, directing accelerated deployment of additional access points over a holiday weekend; partnered with the EMR program manager to coordinate workstream dependencies and cutover sequencing.
- Delivered the full IT integration in 18 months. The acquired facility is today a fully integrated hospital within the network.

**Shearman & Sterling LLP** · New York, NY *October 2019 – December 2019*  
*Senior Program Manager — Desktop Computing Governance & Migration*

- Engaged on an accelerated three-month timeline to restructure the governance and program framework for the firm's Desktop Computing organization, including the Windows 10 and Office 365 migration.
- Established governance, risk controls, and stakeholder reporting from the ground up; realigned IT operating practices to close friction points between central IT and partner-facing operations.
- Delivered the reframed governance model and migration plan within the engagement window, enabling clean handoff to internal delivery.

*Global FDA Data Integrity Program Lead*

- Recruited internally during a parallel Office 365 engagement to take over global program leadership for FDA Title 21 CFR Part 11 Data Integrity. Led the full cross-functional program — not IT alone — from the IT perspective through which Title 21 CFR Part 11 remediation is ultimately driven.
- Led the global remediation program across cGMP and cGxP environments in Canada, the UK, the US, and Belgium — spanning Manufacturing, Supply Chain, R&D, IT, Quality, and Marketing.
- Reported into an executive steering committee at the Executive Vice President tier, and to executive IT, Quality, and Business sponsors.
- Led mock FDA inspections and internal audits at global manufacturing, laboratory, and distribution sites alongside QA counterparts — producing actionable remediation roadmaps.
- Aligned IT, Quality, and Business stakeholders on regulatory priorities, remediation sequencing, and execution ownership; owned program governance, executive reporting, and steering-committee readouts.
- Methodology training received directly from a lead trainer of FDA Data Integrity Inspectors.

**The Estée Lauder Companies Inc.** · New York, NY

January 2018 – November 2018

*Office 365 Program Manager — Global Change Management*

- Led the Estée Lauder Companies' global change management initiative focused on the Office 365 portfolio — adoption strategy, enablement programs, and user-experience framework across a complex, brand-driven global enterprise. Reported to the VP of Infrastructure.
- Grew global adoption of Microsoft Teams, SharePoint, OneDrive, and related Office 365 collaboration tools from 4.9% to 53%+ — an 11x lift in active enterprise usage, baselined and documented before transitioning into the FDA Data Integrity role.
- Presented directly to Brand Presidents and their leadership teams across multiple Estée Lauder Companies brands to secure executive sponsorship and embed change management within each operating brand.
- Directed a team of 3 on program execution; established the foundation for the employee IT experience program.

**Metropolitan Transportation Authority (MTA)** · New York, NY

January 2017 – January 2018

*Program Manager — Windows 10 & Office 365, Multi-Agency Portfolio*

- Led a portfolio-level program spanning multiple operating agencies (NYC Transit, Metro-North, LIRR, MTA Bus, Bridges & Tunnels) at one of the largest public transportation enterprises in North America.
- Designed and stood up the governance framework for Windows 10 and Office 365 upgrades; led a team of 10 program managers executing 10 interrelated workstreams against a portfolio budget exceeding \$40M.
- Drove the redesign of MTA's Windows and Microsoft update and upgrade deployment methodology, shifting the enterprise from fragmented, agency-specific patching practices to a coordinated cross-agency approach. The methodology has remained in use and has materially reduced the operational burden of subsequent upgrade cycles.
- Reported into the steering committee chaired by the then Chief Information Officer, and to MTA's Chief of Infrastructure; owned the executive reporting layer (dashboards, KPIs, steering cadence).

**WPP plc** · New York, NY

May 2014 – October 2016

*Senior Program Manager — Global Office 365 Migration*

- Led the global Office 365 migration — a foundational workstream within WPP's broader IT Transformation Program — for the world's largest advertising and marketing holding company, comprising seven industry-leading operating companies operating across 3,000+ offices in 110+ countries.
- Served as Senior Program Manager in direct support of WPP's Group CTO and senior executive team; interfaced directly with CTOs and program leadership at each WPP operating company across a federated, acquisition-heavy operating model undergoing active IT consolidation.
- Led a team of 7 program managers; built the program management framework, governance model, and reporting structures adopted across all operating companies.
- Oversaw migration of 260,000+ mailboxes from Exchange, Lotus Notes, Zimbra, Google, and other legacy platforms onto Office 365 — hitting the 190,000-mailbox / 10-month delivery target under budget despite ongoing M&A and IT consolidation.
- Served as the core team's embedded subject-matter expert on source-to-Office 365 migration patterns and the direct liaison to Microsoft senior staff.
- The Office 365 migration was recognized by WPP's then-CEO as the highlighted success of the broader IT Transformation Program.

**Verizon Wireless / Verizon** · New York, NY

January 2014 – February 2014

*Infrastructure Architect — Unified Communications Disaster Recovery (IBM Strategic Services subcontract)*

- Designed the disaster recovery architecture for Verizon's IBM Sametime unified communications environment — Windows and Linux platforms, audio/video services, and telephony networking, in HA/DR configuration with NetScaler load balancing and GSS failover. Delivered DR architecture and resilience strategy in two months.

**Fidelity Investments** · Research Triangle Park, NC

April 2012 – April 2013

*Enterprise Collaboration Architect — Lead Architect & Team Lead*

- Re-engaged by Fidelity Investments following the 2011 Sametime program — this time as a direct engagement covering both IBM Sametime and Jive Social Business Software platforms with full HA/DR requirements. Lead Architect and Team Lead for the 45,000+ user enterprise collaboration platform portfolio.
- Led the architecture and implementation program for the Jive 4.0-to-6.0 platform upgrade, including new HA/DR infrastructure build and integration with Fidelity's internal IaaS cloud team.
- Directed architecture and engineering for the Sametime estate (Chat, Meetings, Gateway, Advanced) across Dev/QA/Pre-Prod/Prod environments spanning hundreds of servers; owned capacity planning, bandwidth and concurrent-user modeling, and F5 LTM/GTM integration at the enterprise network layer.

**Aon** · Chicago, IL

February 2011 – February 2012

*Global Messaging Architect — Office 365 Migration*

- Led the global migration of Aon's enterprise messaging and identity infrastructure to Microsoft Office 365 for 83,000 users — including Mail, Active Directory, Office Communications Server (OCS), and shared mailboxes / room and resource calendars.
- Managed multiple parallel migration workstreams; coordinated archiving and e-discovery efforts; reported regularly to C-suite stakeholders on cross-workstream status.
- Documented and implemented post-migration support and steady-state operations processes for global use.

## **EARLIER IBM SUBCONTRACT ENGAGEMENTS (2006–2011)**

Specialist architect engagements delivered through IBM Strategic Services and related primes, focused on IBM Lotus (Domino, Sametime, QuickPlace, Quickr) and WebSphere Portal infrastructures across HA/DR and global-scale configurations. Selected clients:

- **BNY Mellon** — Architected and deployed a clustered IBM Sametime infrastructure on AIX supporting ~20,000 concurrent users; upgraded enterprise Domino messaging environment with migration to AIX UNIX servers.
- **JPMorgan Chase** — Managed Lotus Notes-to-Microsoft Exchange 2007 messaging migration for 180,000+ users across 200+ Domino servers; built and managed the migration server estate on VMware ESX.
- **Cleary Gottlieb Steen & Hamilton** — Upgraded the firm's 130-server Domino mail and application server estate to Domino 8.5.x; subsequent Sametime upgrade to 8.5.1.
- **NYSE** — Implemented the Binary Tree Coexistence and Transporter suites to support coexistence of two Microsoft Exchange environments and one Domino environment.
- **Fidelity Investments (Senior Sametime Engineer)** — Upgrade of the enterprise Sametime platform across Chat, Community, Gateway, Proxy, Meeting, and Advanced servers (May–September 2011, IBM subcontract).
- **Defense Intelligence Agency (DIA)** — Authored test scripts for new Sametime 8.0.1, Sametime Advanced, and Quickr 8.2 deployments (IBM subcontract).
- **NYC Police Department — Real Time Crime Center** — Installed and tested clustered IBM WebSphere Portal Extend, Lotus Quickplace, and Sametime servers on SUSE Linux 8/9; QA across dev/UAT/production tiers (Computer Aid, Inc. subcontract).
- **NBC Universal** — Migrated Microsoft Exchange 2003/2007 to Exchange 2010 using Quest QMM for Exchange and QMM for Active Directory.
- **Campbell's Soup** — Reassessed and re-architected the company's global Sametime infrastructure, designing a phased clustered Sametime + Sametime Gateway + Enterprise Meeting Server deployment.
- **Marsh McLennan** — Analyzed the firm's global Domino application estate (180+ servers) using Binary Tree CMT Inspector to inform consolidation strategy.
- **Carestream Health** — Lead architect for the Carestream Health divestiture from Kodak. Architected new global Lotus Domino, Sametime, Domino Document Manager, and LEI infrastructure inside new Sun Microsystems data centers, building data centers from the ground up; managed clustering across WAN with latency constraints.

## **EARLIER PROFESSIONAL ROLES**

- **Technical Project Manager — Essex Technology Group** — Rochelle Park, NJ, Sept 2003 – Sept 2006
- **CRM Project Manager — Sky Solutions, LLC** — Saddle Brook, NJ, May 2002 – Sept 2003
- **Consultant — M.I.S.I. Company, Inc.** — New York, NY, Oct 2001 – May 2002
- **Director of Information Technology — CameraSphere, Inc.** — Brooklyn, NY, June 1998 – Aug 2001
- **Project Manager — Siata Technologies, Inc.** — Brooklyn, NY, June 1994 – June 1998

**EDUCATION** Touro College, Brooklyn, NY — Political Science / Computer Science