

## JILL TOMLINSON DEANHARDT

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### IT SERVICE MANAGEMENT EXECUTIVE

IT Service Management | Cost Savings | Customer Experience | M&A | Agile Leadership Experience

IT Service Management Executive. Ensure the business requirements for each line of business are met while making the right decision for the company as a whole and staying within budget. Cross functional leader specializing in IT Service Management and running IT as a business. Managed 6 business class and high production hardware product lines resulting in an estimated cost savings of \$43M. Led service delivery strategic direction for 16 M&A projects. Committed to creating a culture of excellence, quality, service, and profitability. Implemented improved SLAs and through research and KPI metrics, created the end-to-end product Service Review showcasing successful continuous process improvement.

**Strengths:** IT Service Management, IT Service Delivery, Managed Services, Vendor Management, Customer Experience, Negotiation, ITIL 4, KPI Metrics, SLAs, Business Liaison, Leadership, Product Strategy, VoC, Customer Satisfaction, Communications, Performance Management, Problem Management, Continual Service Improvement, Process Improvement, Operational Excellence, Financial Management, Budget, Service Reviews, RFPs, Risk Management, Relationship Management, Production Stability, Incident Management, Product Management, Program Management, End-to-End Product Implementation, Agile, SOWs, IT Adoption, Project Management

### HIGHLIGHTS OF EXPERIENCE

**Service Management:** Extensive IT Service Management (ITSM), IT Managed Services, and IT Service Owner experience, created and executed product implementation plans and managed risks end-to-end; Developed product strategy, responsible for each product portfolio, supported strategic, business, and infrastructure projects to deliver specified requirements, objectives, and business value. Created Guiding Principles and Standard Operating Procedures.

**Cost Savings:** Saved employer >\$43M in the past 12 years through consistent cost optimization, business assessments, and process improvements. Recognized by C-suite Management for merger cost avoidance and savings of ~\$5M.

**Customer Experience:** Liaison acting as the voice of the customer. Assessed enterprise business requirements, translated customer needs, and aligned customer insights to drive software and hardware product vision and direction.

**Mergers & Acquisitions:** Directed Managed Services Strategy, Operational Readiness, and Implementation for 16 mergers & acquisitions; key technical stakeholder in every BB&T M&A undertaking for 12+ years. Recent key stakeholder in the BB&T/SunTrust merger creating the 6th largest US bank. Managed daily operational and merger budgets, ~\$18M.

**Agile Leadership:** Successful cross functional team management combined of FTEs/contractors completing on time target goals. Oversee on and offshore teams responsible for supporting day to day operations and M&A product lines.

### CAREER PROGRESSION

In 2019, BB&T and SunTrust merged and formed Truist. In 2021, took a 13-month career sabbatical.

[Novavax](#) | Raleigh, NC

**October 2022 – Present**

#### Senior Global IT Adoption Consultant

Responsible for creating and implementing the Global IT Adoption program; managing end-to-end adoption of existing and new IT Service technologies within the environment. Championing the creation and enhancement of guiding principles, standard operating procedures, and business policies to support the program.

- Transformation agent collaborating with cross-functional business partners to foster relationships, gain feedback, and encourage open communication incorporating VoC into the program.
- Establishing a training approach to accelerate the adoption rate and ensure the IT Portfolio is used effectively.
- Implementing measurable KPI metrics to showcase improvements and overall program success.

[Truist Financial Corporation](#) | Raleigh, NC

**December 2019 – September 2021**

#### VP, Technology Manager | IT Service Manager, July 2020 – September 2021

Managed teammates, contractors, and vendor relationships. Drove and supported financial management, risk management, and business management. Enabled and empowered a successful merger integration between BB&T and SunTrust while continuing to manage 6 evolving services ensuring daily operations remain 100% reliable.

- Implemented processes that improved service level agreements (SLAs), achieving 98% completion rate within 17 days. Created dashboards to deliver trend analysis and show successful continuous improvement metrics.
- Led M&A RFPs; realized an overall 15% in hardware savings and 25% savings in running the business. At completion of RFPs, collaborated with contract management to create, define, and finalize SOWs.
- Recognized by C-suite leadership for identifying merger cost avoidance of ~\$5M.

## **VP, IT Business Process Architect | IT Service Manager, December 2019 – July 2020**

Service Manager ensured the service ran at optimal levels. Enhanced the service by implementing applications that allowed teammates to receive real-time device issue alerts. Maintained service reviews to accurately capture and outline the overall service, determined improvements, ensured production stability, reduced risks, and increased speed to market.

- Led several projects successfully during the first months of merger, including the successful completion of Legal Day 1 and the timely implementation of product services for a major insurance acquisition.
- Managed the successful implementation of product lines ensuring cross company access as part of the BB&T/SunTrust merger through thought leadership and overseeing the development of strategic solutions.

**BB&T** | Raleigh, NC

**September 2010 – December 2019**

## **VP, IT Business Process Architect | IT Service Manager, May 2019 – December 2019**

Service Manager successfully captured incident trending and significantly decreased incident to device ratio. Additionally, reduced device count while maintaining production stability without capacity budget. Incorporated predictive service by creating a business case showing enhanced customer experience driving down incident calls. Established non-standard product service offering for high production use cases.

- Established charter and guiding principles ensuring the success of financial management within each product area.
- Effectively managed and executed capacity and evergreen profit plans.
- Stood up a service improvement plan using SNOW to capture trending issues greatly reducing incidents (down to 3%)

## **AVP, IT Business Process Architect | IT Service Manager, October 2016 – April 2019**

Service Manager, directed the development, vetting, and implementation of approved product initiatives to drive cost savings, efficiency, and innovation across the enterprise generating positive operating leverage through the effective use of technology and process implementation. Implemented service improvement plans to reduce incident volume and improve client experience, created monthly KPI metrics using data analytics, created knowledge articles, and developed the product analysis for a merger, securing executive approval to optimize product lines reducing overall spend.

- Led product implementation efforts for two acquisitions ensuring a flawless service delivery while successfully handling day to day product line management, budget, and operations.
- Completed product line RFPs, realizing significant cost savings.
- Analyzed and measured the budgetary impact of not implementing standardized product during an insurance acquisition. Developed and presented proposed solution to C-suite leadership gaining approval to implement hardware optimization at each location, which led to an annual ~\$1M cost savings and streamlining customer support.

## **AVP, IT Systems Consultant | IT Service Manager, June 2015 – October 2016**

Implemented and executed proper processes and documentation ensuring product service optimization strategy was realized. Managed all product initiatives including asset deployment and/or recovery, evergreen, forecasting, vendor collaboration, acquisitions, and profit plans. Led the project to move product request and incident workflows to ServiceNow guaranteeing requests were optimized for performing tasks, and incident resolutions were streamlined.

- Led numerous projects successfully, including executing the rollout of Pull Printing to reduce costs in the print space, directed output product implementation for 3 large complex acquisitions, and managed the official check printing project for all retail and commercial banking locations.
- Accountable for determining best practices and delivery of projects driving high-level client satisfaction, continuous risk management, and the commitment to execute the perfect client experience.

**Additional Roles:** **BB&T now Truist**, AVP, IT Resource Planning Analyst | IT Service Manager (2010-2015), Client Server Engineer: Deployment Testing (2003-2010), Client Server Engineer: IT Standards (2001-2003)

## **EDUCATION & PROFESSIONAL DEVELOPMENT**

**Associate Degree**, Business Computer Programming, Wilson Community College, Wilson, NC

### **Certification and Continuing Education**

ITIL Managing Professional (in progress)	2023
ITIL 4 Certified	2023
Six Sigma Black Belt   CSSBB, Six Sigma Green Belt   CSSGB	2022
Scrum Product Owner Certification	2022
Women in Leadership, Cornell University	2021
Agile Operating Framework	2020
IT Service Owner Foundations, Digital Business Consulting	2020
BB&T Leadership Curriculum, BB&T University	2015

- 11 courses including Leadership Process, Human Systems Policy and Procedure, and Performance Appraisal.

—Past member of 3 Truist resource groups (focus: serving veterans & first responders; people with disabilities; women)—