

# **Howard Holben**

## ***Detailed Project History***



### **WOLTERS KLUWER**

#### ***North America Director of Service Delivery***

(2014 to present)

Lead overall Service Delivery for Infrastructure and End User Computing Services for Wolters Kluwer's Global Shared Services. Responsible for vendor management (primarily Dell and IBM) ensuring quality execution and delivery of services supporting over 9,000 users in numerous North American facilities. Manage Steady State Support, Vendor Help Desk and Desk Side Support, Problem and Change Management, Service Improvement Projects, Mobile Devices, Vendor SLA's and KPI's.

- Support of 5 distinct business with several hundred applications, each business presenting its own unique set of priorities, demands and challenges.
- 2,000+ servers utilizing multiple technologies (VM, NAS, SAN, Wintel, UNIX) across multiple data centers.
- Manage relationships with vendors and shared IT Support services.
- Supervise 5 direct reports: Leading, mentoring, cross-team collaboration, fostering individual & team growth.

### **IBM**

#### ***Manager/Director, Infrastructure, Server & End User Support Services, IBM Treasury Division, IBM Headquarters***

*(April 2002 to 2014 in this role, overall was with IBM since October 1995)*

Lead Infrastructure Support Services for IBM's Treasury Operations, a Vital Business Process that manages worldwide movement of over \$3T in funds per year. Infrastructure Support Services is responsible for steady state support, service improvement projects, mergers and acquisition projects and transition support involving desktops/laptops, applications, data centers, networking & servers. Support 400 Windows & Linux servers in six data centers (US, Canada and Ireland), and 1500 users globally. Manage design and deployment of new applications and technologies.

Manage relationships with vendors and shared IT Support services. Work closely with, and under close scrutiny by, Risk Management to ensure infrastructure and security compliance is in accordance with SOX and other audit standards, policies and procedures. Supervise fourteen direct reports.

***Respected and acknowledged by management and end-users for dedication to,  
and responsibility for, the success of Treasury IT Operations.***

### **IBM & ASTRA ZENECA**

#### ***Active Directory Project Lead / Design Architect***

*(October 2001 to April 2002)*

Led Active Directory design for IBM's customer, Astra Zeneca. Headed a team of 4 designing a new Windows Active Directory solution to be deployed across 450 servers in multiple data centers throughout North America.

## **IBM & IMPERIAL CHEMICAL INDUSTRIES**

### ***North America Engagement Manager / Transformation Manager***

*(December 1998 to October 2001)*

Led North American Global Standardization Initiative project for IBM's customer, Imperial Chemical Industries (ICI) headquartered in the UK. Project involved five distinct US corporations, each having their own unique IT infrastructure. The first major challenge was to overcome steadfast resistance to the project from C-level executives on down to the desktop support staff at all five corporations. Overcame the massive resistance to the project by developing relationships and creating partnerships within each corporation.

Planned and coordinated all phases of this hardware, software and operating system standardization initiative with senior management teams at all 5 ICI corporations. Concurrently led 8 implementation teams consisting of up to 54 implementation engineers migrating existing Novell 3.x/4.x and Windows 95 environment to an all Windows NT environment. Ultimately transformed 47 servers, 4000+ desktops and 2000+ laptops at 38 sites throughout US, Canada, Mexico and Puerto Rico. Consolidated nine distinct Data Centers down to five Data Centers. Participated extensively in disaster recovery planning and testing for all five corporations.

**Acknowledged and credited with having a significant positive impact on the success of this \$70 million initiative.**

In a separate project for ICI, led a critical Y2K migration initiative with 13 locations throughout the US, Canada and Mexico. **Brought this fast-paced initiative to successful completion one week ahead of schedule and within budget.**

## **IBM & LUCENT TECHNOLOGIES**

### ***Year 2000 Project Manager***

*(June 1998 to December 1998)*

Mediated and resolved Y2K technology issues between Lucent Technologies and IBM due to souring of outsourcing relationship between IBM and Lucent. Reported directly to Lucent's VP of Year 2000 Program Office **as well as** IBM management. Developed a unified focus, recommended equitable financial solutions and served as mediator, liaison and advisor. Conducted due diligence on over 6500 servers worldwide and provided remediation, testing and contingency plans for all locations.

**Recognized by senior management on both sides for remaining "calm under fire" and negotiating mutually beneficial compromised solutions.**

## **IBM & JANSSEN PHARMACEUTICA**

### ***Project Architect, Year 2000***

*(February 1998 to June 1998)*

After Rhone-Poulenc's successful transition, returned to IBM for Janssen Y2K project. Led 8-person consulting team formed to evaluate all Information Technology Systems (hardware/software) and business processes for this international pharmaceutical company's manufacturing facilities in Puerto Rico. Conducted Business Process Validation interviews with all departments and sites. Recommended testing, remediation, and contingency plans.

## **RHONE-POULENC NORTH AMERICA CHEMICALS & IBM**

### ***Director of IT Support Migration***

*(June 1997 to February 1998)*

Requested by Rhone-Poulenc's CIO **and** IBM management to manage transition as Rhone-Poulenc terminated their technical support contract with IBM and brought entire IT Support Operation back in-house. Through mutual agreement between Rhone-Poulenc, IBM and myself, I temporarily left IBM and contracted directly to Rhone-Poulenc to manage this transition. This transition was made even more complicated due to an already in process project of a major hardware, software and desktop operating system standardization project. Managed design, creation and implementation of new Desktop Support and Help Desk Teams to support 3,000+ users across 47 sites nationwide. Selected and trained 27 person direct report team.

**Accredited with maintaining high levels of system availability and end user support during tremendous change.**

## **IBM & RHONE-POULENC NA CHEMICALS**

### ***Transition Manager / Sr. Network Systems Engineer***

*(October 1995 to June 1997)*

Led IBM team to develop and lead resolution of Rhone-Poulenc's WAN problem. Resolved major WAN issues during extended mediations between Rhone-Poulenc, AT&T and IBM resulting in resolution of Rhone-Poulenc's problem. Subsequently functioned as Data Center Manager of a \$13 customer support operation. Coordinated and managed project delivery for multiple concurrent initiatives through a technical support team of 23 direct reports.

Managed support of Rhone-Poulenc's Novell NetWare and Microsoft NT environments, supporting over 3,000+ customers at 47 locations. Planned and implemented Rhone-Poulenc's application rollouts and hardware upgrades.

**Earned recognition from Rhone-Poulenc's CIO for resolving complex technical issues and for outstanding performance.**

## **SCHERING-PLOUGH**

### ***Special Projects Engineer***

*(October 1994 to October 1995)*

Contracted to manage network operations and project delivery functions for this \$2.5 billion pharmaceutical company with 1500 users at 2 separate facilities. Developed and implemented methods to improve project delivery system. Designed Disaster Recovery and Business Continuity Plans. Led 4-member team planning migration to NetWare v4.x. Planned and instituted several major application upgrades and installs simultaneously. Upgraded 10 existing servers from NetWare v3.11 to NetWare v3.12.

**Acknowledged for creative solutions to complex problems & for continuously going "beyond the call of duty" in customer service.**

## **UNITED NATIONS – SPECIAL COMMISSION ON IRAQ**

### ***Project Leader***

*(July 1994 to October 1994)*

Project Leader for a 5-member installation team working under heavy surveillance and mission critical time frame. Led development of innovative technology system to enable delivery of previously captured full motion aerial reconnaissance video of Iraq to secured LAN consisting of 21 workstations. Installed/configured TRICORD Model 400 with Windows NT Server. Installed/configured 21 Dell Windows NT Workstations.

### **EARLIER PROJECTS:**

**Completed numerous projects & concurrently managed ongoing support for several clients.**

## **FIRST MANHATTAN CONSULTING GROUP**

### ***Project Leader***

*(1993 to 1997)*

Managed \$1 million network installation project for a financial services firm through a team of nine technicians. Project goal was to build a network to accelerate data processing and analysis crucial to institution's revenue stream. Performed research and conducted comprehensive disaster recovery planning and testing. Installed/configured new TRICORD Model 400 with NetWare 4.x. Installed & configured new Compaq Proliant 4000 with Windows NT. Installed and configured 85 workstations. Conducted LAN Administration/Network Management training classes and user training classes. Provided ongoing customer support.

## **BMW OF NORTH AMERICA – OHIO**

### ***Project Lead***

*(1993 to 1994)*

Sole network technician managing design and implementation of test environment for the Ohio division. BMW required extensive testing of NetWare server mirroring software prior to formal implementation.

**MERRILL LYNCH*****Network Team Lead****(1993 to 1994)*

Led network initiative for this Fortune 500 company demanding state-of-the-art technology systems for their New York World Trade Center Offices. Installed/configured Sanyo Icon MRX300 Disk Array to service 163 NetWare servers. Trained staff on hardware and provided on-going support for two months.

**TIME WARNER*****Network Technician/Project Lead****(1993 to 1994)*

Team Lead for this \$400k network server upgrade for Time Warner's massive IT department with hundreds of servers. Installed/configured new AST Manhattan SMP file server. Installed/configured NetWare v3.11 Operating System. Bridged new AST Server to existing 386 server.

**METAL BULLETIN*****Network Technician/Project Lead****(1993 to 1994)*

Negotiated and managed contract for this company publishing a monthly trade magazine. Planned, designed and implemented system on time and under budget. Installed/configured 15 node Windows for Workgroups peer-to-peer network. Conducted Windows training classes. Provided ongoing customer support.

**HELEN KELLER INTERNATIONAL*****Network Technician/Team Lead****(1993 to 1994)*

Network team lead for a series of technology initiatives for this non-profit association. Instrumental in design, planning, purchasing and implementation of system supporting 40 end users. Installed/configured new AcerFrame file server. Installed/configured new Acer NetWare Asynchronous Communications Server (NACS). Installed/configured NetWare v3.11 and Saber Menu System on file server. Installed Gigatrend SL Turbo tape backup utilizing Arcserve. Converted and configured 40 existing stand-alone PCs to Ethernet LAN workstations. Conducted LAN Administration training classes. Provided ongoing customer support.

**NATIONAL AUDIO VIDEO TRANSCRIPTS*****Project Lead****(1993 to 1995)*

Sole technician managing project. Provided ongoing customer support through 1995. Installed and configured new NetWare 2.2 File Server. Later upgraded to NetWare 3.11. Conducted classes in LAN Administration. Provided ongoing customer support.

**BRAUSE REALTY, INC*****Network Technician/Project Lead****(1993 to 1994)*

Managed a series of technology initiatives supporting 30 end users in this real estate company. Installed/configured new NetWare 2.2 File Server from ground up. Later upgraded to NetWare 3.11. Installed/configured Windows 3.1 (entire Network was Windows 3.1 based). Installed/configured 20 Dell PCs as Ethernet LAN workstations. Provided LAN Administrator training for senior staff members. Provided ongoing customer support.

**PRACTISING LAW INSTITUTE*****Network Technician****(1993 to 1994)*

Part of a team leading \$300k network upgrade initiative. Supervised 5 technicians. Completed project within time and budget guidelines. Installed/configured: New NetWare 3.11 LAN, 3 servers and 125 workstations. Provided ongoing customer support.

## **NEWMARK & COMPANY REAL ESTATE, INC.**

### ***Project Leader***

*(1992 to 1994)*

Project Leader for five-member technical team contracted to modernize network environment. Designed and implemented conversion of existing Arcnet LAN to Ethernet LAN and network expansion. Accepted request to remain on site for three months as acting Administrator of the 125 node LAN. Installed and configured new AcerFrame NetWare v3.11 file server. Installed and configured 44 new Acer workstations. Converted and configured 80 existing workstations from Arcnet to Ethernet. Conducted LAN Administration/Network Management training classes and user training classes. Provided ongoing customer support.

## **KOLL-TISHMAN MANAGEMENT SERVICES**

### ***Network Technician /Project Lead***

*(1988 to 1997)*

Sole technician on project. Installed/configured new NetWare 2.2 File Server. Later upgraded to NetWare 3.11. Provided ongoing customer support for 9 years.

## **COLE SYSTEMS ASSOCIATES**

### ***Junior Network Associate, Advanced to Project Lead***

*(1988 to 1992)*

Launched technology career through a Systems Integrator in New York City. Training Program was to include 9-12 months in-house work followed by customer on-site projects. However, after only three months of training, was assigned to install a network at Koll-Tishman Management Services followed by numerous other projects for a variety of clients. **Exceeded all previous billable hours in the history of Cole Systems.**

## **ENTREPRENEURIAL VENTURE**

### **ENDLESS MUSIC**

#### ***Co-Owner/LAN Administrator/PC Technician***

*(1975 to 1988)*

While in college, co-launched a music business promoting records and videos for major record label companies including Capitol, Atlantic, EMI, A&M, and others.

Grew business venture and hired a staff of 6 managing 20-30 record contracts simultaneously. Due to our excellent track record of success, EMI Records moved us to the East Coast to be in close proximity to their New York City headquarters.

Personally established and managed all reporting functions and automated information delivery systems. Installed/configured 10 node Ethernet LAN, 386 file server, NetWare v2.2.

Became enthralled with technology and after 18 months of night school, left the music industry in 1988 to begin career in technology at Cole Systems Associates.