

STEPHANIE MADDEN

COO

CONTACT



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TECHNICAL EXPERTISE

Windows/Apple OS, EntraID, Okta, Azure AD, Auth0, 1PW, RBAC, Microsoft Office 365 (Word, Excel, PowerPoint, Access, OneNote, ToDo, Teams, OneDrive, SharePoint, Loop, Planner, Visio, Project, Bookings, Dynamics, Power Automate, Forms, Whiteboard, PowerShell), ZohoONE (CRM, Marketing Automation, Books, Flow, BackStage, Analytics, Desk, Expense, Forms, Assist, Sites, Social, Projects, Sprints, People, Recruit, Payroll, Creator, Deluge, SalesIQ), Zoom, Slack, Asana, DryvIQ, Mighty Networks, Google Workspace, Salesforce, QuickBooks, Intune, Fortinet, AWS, Route53, VMware, DNS, Networking, Firewalls, Meraki, Cybersecurity, Cloud Security, Intune, Workspace ONE, MFA, Service Now, Jira, Agile, Compliance, PCI-DSS, Encryption

PROFESSIONAL DEVELOPMENT

MCITP: Boot Camp: Enterprise Admin

Microsoft Course Completions:

- Querying Microsoft SQL Server
- Managing Office 365 Identities and Services
- Microsoft Azure Fundamentals
- Implementing Microsoft Azure Infrastructure Solutions

Microsoft CIO Conf. | Redmond, WA
Zoholics Symposium | Austin, TX

EDUCATION

Bachelor's Degree

Spanish and Business

University of Colorado | Boulder, CO

OVERVIEW

Zealot for holistic, creative solutions with widespread positive impact throughout the organization. Business minded individual and collaborator who strives to align business & strategic goals. Innovative leader, negotiator, and planner compelled by a genuine desire to streamline and improve business operations.

CORE QUALIFICATIONS

- Diligent, resourceful, analytical with a history of successfully managing a multitude of projects to completion.
- Financially savvy with budget acuity and able to focus on the ROI of streamlined solutions.
- Thoughtful and tenacious pursuer to land all colleagues in positions to succeed.
- Excellent written and oral language skills in both English and Spanish.

SKILLS SUMMARY

Strategic Business Alignment

People & Operation Management – develop and implement systems and processes to reduce operational friction via workflow/data/cost policy/trend/gap analyses. High EQ, absolute team player. Resource intelligent.

Enterprise IT & Cloud Infrastructure

Knowledge of all Enterprise Technology Ecosystems and Modern Workspace Applications. Keen ability to connect requirements to solutions effectively for scale. Consolidation aware.

Data Analytics and Business Intelligence

Data analysis, hygiene and modern dashboards are paramount to business success on our competitive globe. Financially sound and smart decisions.

Data Security Best Practices

Identity & Access Management, MFA (Multi-Factor Authentication), Intrusion Detection System, Disaster Recovery & Business Continuity, Data loss prevention. Mitigate risk. Protect data. Train your workforce to safeguard intellectual property. Plan wisely and respond quickly.

HONORS & AWARDS

Employee of the Year, 2008, Lenox Advisors, Inc.

Department of the Year, 2010, Lenox Advisors, Inc.

PROFESSIONAL EXPERIENCE

MULTIPLYING GOOD, New York, NY

Apr 2018 to Present

Vice President, Operations

- Reduce ongoing monthly costs by \$4,000 by capitalizing on process improvement opportunities:
 - Consolidate services: Salesforce, MailChimp, Survey Monkey, Act-On, Eventbrite all to Zoho ONE.
 - Leverage existing Microsoft OneDrive by migrating all data from Dropbox to SPO and OD4B.
 - Move from outdated, costly PBX and Uber Conference to Microsoft Teams.
- Overhaul collaboration across multiple teams to successfully deliver key project initiatives:
 - Full migration of on-premises and disparate cloud services to Microsoft 365 and Teams.
 - Delivery of Zoho CRM solution with data integration between all Zoho ONE platforms (CRM, Books, Backstage, Survey, Marketing Automation, Expense, Vault, Recruit, People, Payroll, Desk, Assist, etc).
 - Delivered buildout of elaborate workflow financial systems with very aggressive project timelines.
 - Created Service Desk Processes and Ticketing Systems with analytics for all Central Service Departments (Technology, Finance, People & Culture and MarComs).
- Oversee and manage all operation functions, including Finance, Technology, and People & Culture.
 - Create and mentor teams as partners to produce a sound, agile, digital, and operational vision.
 - Implement policies and required resources to move MG towards becoming an employer of choice by elevating DEIB, Competitive and Fair Compensation policy and Operational Transparency for all.
 - Manage and negotiate vendors, consultants, contracts, SOWs, costs, evaluations, invoicing, and approvals.
 - Set clear expectations with implementation partners and stakeholders around change management.
 - Ensure alignment with internal and external groups, leadership, and business vision.
- Streamline IS standards, tools, and policies for secure and operative services through workflow evaluation.
- Establish org-wide integrated planning model with cross-functional team collaboration where all members understand their roles in achieving organizational priorities and goals.

MADDEN DIGITAL, INC., White Plains, NY

Oct 2014 to Present

Technology & Digital Operations Consultant

- Create arsenal of digital tools to facilitate proactive stances of Central Services in Finance, People & Culture, Marketing & Communications and Technology Operations
- Manage budgets and resources to achieve annualized cost savings in excess of \$150K.
- Liaise between firm principals, senior management, business units and IT personnel/vendors by managing expectations, service level agreements (SLAs), and projects properly.
- Devise objectives and goals with a keen focus on ROI, operational excellence and best of breed.
- Develop tailored strategic plans for organizations with accelerated growth using OKRs and KPIs
- Perform workflow and gap analysis to identify cost-saving opportunities by migrating redundant services.
- Re-negotiate equipment leasing contracts (printers, computers, phone and fax systems).
- Establish IT Operation Support Models complete with Ticketing Systems and SLAs
- Perform hundreds of Office 365 migrations from On-Premises to Cloud Services.
- Initiate and lead EAPs (Early Adopter Programs) for latest version Windos/Mac OS and hardware.
- Re-engineer (with extensive business involvement) processes to maximize efficiencies.
- Re-tool customers with existing applications that can be effectively leveraged.
- Serve as SME for entire Office 365 Suite including SharePoint Online, Planner, Sway, OneDrive, Yammer, etc.
- Formulate roadmaps for implementation and customer adoption of Modern Workplace tools.

NOTABLE CLIENTS

A+E NETWORKS | New York, NY | SME Consultant and Business Analyst

NEW YORK LIFE | Clinton, NJ | Data Integration Engineer

FIFTH AVENUE FINANCIAL | NY, NY | Technology Operations & Data Migration Consultant

LEOPOLD & ASSOCIATES PLLC | Armonk, NY | Head of Information Technology

Chief Information Officer

- Shrunk the cost per user supported by 80% during my tenure through business analyses, leveraging, vendor contract negotiations and smart technology selections.
- 24/7 SLA for all business applications for this rapidly growing and privately held \$215M billboard company.
- Identified and deployed based on long term IT strategies and solutions aligned with business requirements (Office 365, Azure, Salesforce CRM, SCCM, Skype for Business).
- Pioneered WAN DR/BC solution leveraging distinct geographical locations and virtualization to guarantee high availability (HA) for all vital business systems (DFS, VMWare, Hyper-V, SANs).
- Proactively lead, challenged, and mentored a team of IT professionals which garnered incredible results.
- Sustained highly motivated, responsive, and adept Network/Systems Administrators, DBAs, and Service Desk personnel to effect timely resolutions of all service calls, projects, and special requests.
- Encouraged and provisioned training/learning opportunities for staff members to attain a diverse, cross-functional, and sophisticated team.
- Prepared and adhered to the annual 4M IT budget; consistently came in under budget even when faced with substantial and unplanned expenses associated with significant M&A activity.

Director of Information Technology*

- Supervised IT support staff of 5 providing end user support to 400 endpoints with all issues that arose during daily business operations encompassing all technology applications and equipment.
- Developed and ensured High Availability, Disaster Recovery and Business Continuity plans were operational.
- Directed all IT efforts to address corporate challenges while integrating new technologies with existing.
- Created standards and procedures maximizing efficiencies and facilitating swift resolutions.
- Compiled, revised and preserved documentation on all technology utilized and implemented throughout the enterprise (i.e. deployment plans, project roadmaps, project timelines, configurations, instruction/training manuals, inventory, etc.).
- Predominantly used communication, analytical, problem-solving, support and project management abilities acquired throughout my professional career.

*Hired as Access Database Administrator in late 2003. Advanced to Help Desk Manager by 2005 then to Director of IT by 2007.

REFERENCES

Furnished upon request.