WILLIAM KERSTETTER

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VP, Project Execution

A results-driven and forward-thinking Information Technology Leader with over 30 years of progressively responsible experience in leading overall strategic and tactical planning, development, evaluation, management, and alignment of IT processes, systems, projects, and resources. Experience includes extensive management oversight in the service delivery of infrastructure solutions, executive client relationships, and providing thought leadership and strategic direction that aligns IT capabilities with the direction of the business.

Core Competencies

IT Infrastructure 🟅 Program/Project Management 🟅 Problem /Change Management 🟅 Cloud Services

Professional/Managed Services 🟅 Business Continuity 🟅 Relationship Management 🟅 Datacenter Hosting 🟅 ITIL 🟅 Disaster Recovery 🟅 Process Improvement 🟅 IT Service Management 🟅 Account Management

Areas of Strength

* A transformational, emotionally intelligent leader with a focus on building teams, creating a culture of trust, and establishing a vision that inspires and motivates the team toward a common goal.
* A hands-on change leader who is customer focused with the ability to translate vision into actionable deliverables. Strong problem solving and decision-making skills.
* Highly developed oral and written communication skills. Adept at speaking in both technical and non-technical terms to ensure effective communication with C-level executives.
* Leader, mentor, coach with the ability to build cross-functional teams and vendor resources credited with executing strategic plans that support evolving business and customer needs.

Professional Experience

**vice president, PROJECT EXECUTION**– **JP Morgan Chase**, *Houston, TX* **2021 – 2021**

Manage complex technology programs that have far-reaching implications for clients, employees, and stakeholders throughout the firm. Work closely with colleagues across the firm to identify opportunities to develop projects and programs that are broadly applicable. Work with team to set goals, foster collaboration, and promote the values, culture, and brand of JPMorgan Chase & Co. My efforts touch lives all over the financial spectrum and across all our divisions: Global Finance, Corporate Treasury, Risk Management, Human Resources, Compliance, Legal, and within the Corporate Administrative Office.

**vice president, infrastructure support**– **JP Morgan Chase**, *Houston, TX* **2019 - 2021**

Lead a global team of 10 problem managers ensuring the post-review of all major problems across the GTI organization. Coordinate, standardize, and lead all ITIL problem management activities ensuring root cause and prevention is identified and resolved. Collaborate with the analytics team to proactively detect and prevent future problems or incidents and initiate the problem management process to allow for quicker diagnosis and resolution. Review statistics, KPIs, and trend reports in the problem management process to identify areas for optimizing processes.

**Program / project Management**– **Self**, *Houston, TX* **2017 - 2019**

Laid off from previous company due to downsizing and restructuring. During this period, I relocated to Boston area to care for my elderly father who required in-home care. I also finished writing my doctoral dissertation and graduated with a Ph.D. in Management. After the passing of my father, moved back to Houston and used my experience and skills as an adjunct professor teaching Business Computer Information Systems at a local community college. Continuing to add skills through online courses while seeking my next career opportunity.

**Associate Vice President, Program project management** – **AIG**, *Houston, TX* **2013 - 2017**

Promoted to direct the planning, development and implementation of IT solutions, infrastructure projects, application development projects, SaaS solutions, and strategic initiatives across multiple lines of business within the Consumer Insurance business group. Managed a portfolio of projects leveraging both waterfall and agile methodologies, tracked documents and budgets, and held scheduled meetings with process owners, stakeholders, and project teams. Managed a diverse, internal/external and offshore technology team of over 500 technology professionals. Managed the resolution of application and infrastructure P1 and P2 incidents using ITIL methodologies. Enhanced end-user experience by cultivating strong business relationships and promoting IT collaboration between technology service teams and business application development teams.

* Collaborated with merger and acquisition team to manage the multimillion-dollar divestiture of all entities and businesses in four South American countries and the total divestment of the $1.3B Advisor Group business. Consulted with Advisor Group development teams on migration to new data center.
* Planned and executed a strategy to complete the migration of 3,800 client ID’s from distributed legacy domains to a centralized infrastructure as part of an Active Directory Consolidation Program.
* Collaborated with infrastructure virtualization team to reconfigure virtual server resource allocations based on Cirba performance data. Projected an annual savings of approximately $500,000 for the business.
* Collaborated with client remote sites and network engineering team to deploy MPLS connectivity to Fort Worth and Livingston data center locations.
* Identified infrastructure hosting components and established relationships with business application components in a shared asset database (Service Now). This ultimately improved the change management approval processes and enhanced notification to the application teams and the business community.
* Managed a portfolio of 5-15 projects from small to multimillion-dollar budget spend. These projects resulted in improved business processes and increased efficiency.

**Sr. Director Project Management** – **AIG**, *Houston, TX* **2012 - 2013**

Performed account management activities and led the planning, direction, and execution of enterprise-wide program strategy and project plans. Defined project scope, resource requirements, budget, timeline, deliverables, and milestones. Coordinated and managed project tasks and deliverables with vendors, project team members, process owners, and stakeholders. Managed the resolution of application and infrastructure P1 and P2 incidents using ITIL methodologies. Reviewed and approved change management requests impacting application and infrastructure components.

* Deployed an enterprise wide shared platform for document/work processing (AWD). This effort consolidated three separate line of business environments, reduced operational complexity, and reduced ongoing support costs by $625K annually.
* Collaborated with Amazon (AWS) team, 3rd party vendor, infrastructure engineers, and business IT team to design, build, and implement a large scalable environment to perform on-demand computing for CCAR audit.
* Participated and completed annual BCP/DR recovery exercises of critical applications and managed resolution of recovery problems identified. Efforts strengthened business continuity plans.
* Worked closely with the business application development teams and IT infrastructure teams to establish strong relationships with key decision makers within the Life and Retirement team by serving as the primary contact for managing P1 and P2 incidents, escalation, follow-up, and resolution.
* Received recognition for personal contributions during the consolidation and standardization effort of Global Infrastructure Utility (GIU). Scope included migration of 625 legacy servers and 80 applications to the new generation data center employing new converged and virtualized infrastructure technology, processes and tools. This effort consolidated 300+ data centers to 6 key global data centers, reducing IT operational cost by millions of dollars.
* Change management - implemented change management strategies and plans that maximized employee adoption and usage and minimized resistance. Reviewed and approved business change requests impacting both business applications and system infrastructure components.

**Additional Professional Experience**

**Senior Technical Account Manager** SoftLayer (an IBM Company)

**Senior Project Manager** Shell Oil Co. (CH2M Hill)

**Senior Technical Analyst, Supervisor** Vericenter, Inc.

**Supervisor, Data Center Operations** Sprint

**Project Manager / Consultant** Sprint

**Petty Officer First Class (Retired)** The United States Navy

**Adjunct Professor** Lonestar College – Kingwood

**Adjunct Professor** Houston Community College

Education

**Walden University** – *Minneapolis, MN*

Ph.D. – Management: Leadership & Organizational Change

**University of Phoenix** – *Phoenix, AZ*

Master of Business Administration, Technology Management

Bachelor of Science, Business Information Systems

Additional activities

**United States Navy, Retired**-22 years of service

**Boy Scouts of America** – Eagle Scout

**Knights of Columbus** – 4th Degree

**Fleet Reserve Association** – Past President

**Adjunct Professor** – Kingwood College

**Haven from Hunger** – Food Bank Volunteer

**Published dissertation**- Kerstetter, W. E. (2018). *Role of spiritual intelligence in leader influence on organizational trust*, Walden University.

**Member** – The National Society of Leadership and Success

**Member** – Walden University Alumni Association