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**SUMMARY**

Senior IT Executive with proven track record of financial management (earnings and budgets), IT program management, technical operations management, outsourcing management, and process development and implementation. Key strengths in business management, focused execution, leadership development, team building, executive communication, and combining long-term strategy with tactical execution. Strong ability to align technology to resolve complex business issues.

**AREAS OF EXPERTISE**

- **Operations Management** – overseeing day-to-day operations in a cost-effective manner, optimizing cost and value
- **Financial Management** – understanding the business impact yields focused, measured results
- **Strategy Alignment** – focusing on the business strategy aligns teams and technology to produce meaningful results
- **Project/Program Management** – managing multiple, high-value, global programs
- **Leadership Development** – building strong, high-performance teams yields optimal results
- **Effective Reporting** – focusing on business related metrics and meaningful reporting results in better decisions
- **Relationship Development** – understanding the human factor yields more effective communication and better results

**PROFESSIONAL EXPERIENCE**

**ATOS IT SOLUTIONS / SIEMENS IT SOLUTIONS (2010 – Present)**

**Service Delivery Director, Financial Services Industry** (2010 – Present)

I manage four outsourcing contracts for three separate clients, including the portfolio financial plan (revenue and cost), full scope of IT operations, and service delivery, plus new business development. Focusing on the client relationship, I direct a geographically dispersed team (100+) providing Service Desk, Deskside Support, Mainframe Operations, Image Management, Software Distribution, and Asset Management services.

- Align with the client executive to understand strategy and achieve business results
- Manage the financial scope of the relationship, including accountability for revenue, cost, and financial forecast
- Direct efforts for continuous improvement, executive reporting, and innovation in service delivery, delivering increased value to the end client
- Mentor leadership in each delivery area, emphasizing a strong focus on client needs, increasing morale and effectiveness
- Identify and create solutions to address client business issues, producing over \$8M (to date) in additional business projects

**IBM (1997 – 2009)**

**Project Executive, Financial Services Industry** (2008 – 2009)

Directed a Senior Vice President's portfolio (reporting directly to the CIO) for a very large Financial Services client. Managed remote and international staff of 40+ team members, with an average of over 650 active projects. Provided direction to IT operations and technical personnel delivering approximately \$300M in annual revenue.

- Participated in strategic direction-setting with SVP and staff, resulting in close alignment between business units and IT
- Implemented strict cost controls to reverse a negative profit projection, returning over \$60M in additional cost savings
- Mentored and empowered program managers to focus on client needs, improving team morale and efficiency
- Interfaced with 4 international peers to provide global perspective, streamlining processes across the company
- Identified and created solutions for business issues, resulting in over \$22M in additional business projects

**Project Executive, State and Local Government** (2003 – 2008)

Managed multiple IT operations contracts for various State and Local Government clients. Managed portfolio financial plan, full scope of operations, and service delivery, plus new business development.

- Implemented cost controls to consistently exceed revenue, gross profit, quality and client satisfaction targets
- Integrated and led internal teams from various Lines of Business to deliver quality results
- Identified and created solutions for business issues, resulting in over \$24M in additional business projects

**Project Executive, Consumer Products Industry** (2001 – 2003)

Managed multiple IT operations contracts for a large Consumer Products company. Directed technical personnel delivering approximately \$30M in annual revenue. Managed financial plan (revenue and profit), full scope IT operations, and service delivery, plus new business development.

- Formed strategic relationships, internally and externally, to manage complex contracts and projects, aligning with client strategy, and improving quality and client satisfaction
- Consistently exceeded revenue, gross profit, quality and client satisfaction targets
- Identified and created solutions for business issues, resulting in over \$8M in additional business projects

**Project Executive, Retail/Distribution Industry** (2000 – 2001)

Managed the web-based IT operations for a large department store IT division. Managed financial plan (revenue, profit, and forecast), full-scope IT operations, and service delivery, plus new business development.

- Worked with the client business units to create new solutions to solve business problems, at a competitive cost
- Initiated an effective communication plan with the client, integrating our processes into the client's operation
- Integrated a system of business-related measurements, thereby re-focusing the technology on business-related issues
- Doubled annual revenue in less than 18 months

**Delivery Project Executive, Financial Services Industry** (1999 – 2000)

Managed IT operations for multiple web hosting contracts for a large Financial Services client. Managed expense plan and cost controls, interfacing with Project Executive and other stakeholders to meet/exceed financial targets and quality metrics

- Designed and implemented an effective communication plan, reducing misunderstandings and increasing client satisfaction
- Documented and managed issues via a common issues list, thereby improving client communication and improving our ability to resolve client problems in a timely fashion
- Significantly improved volatile relationship with client executives, increasing client satisfaction and business opportunity
- Increased annual revenue over 250%

**Manager of Data Operations, Consumer Products Industry** (1998 – 1999)

Managed data center operations in support of an outsourcing contract with a large franchisor.

- Transitioned client's main ERP systems from mainframe to midrange servers, enabling client to effectively utilize more modern hardware and software
- Designed and implemented Executive Support process, leading to increased client satisfaction and new revenue
- Managed and reported the effectiveness of all systems controls, increasing client satisfaction

**OTHER EXPERIENCE**

**IBM Global Services, San Antonio, TX;** As technical Team Lead, managed and performed technical tasks in support of the outsourcing contract with a large franchisor.

**Shirley Data Systems, San Antonio, TX;** As Vice-President of Operations, designed, marketed, negotiated and delivered end-to-end system integration solutions to clients.

**Radio Computing Services/Decision, Inc., Jacksonville, TX;** As Vice-President of Client Support, managed all end-user experience including sales and marketing of our commercial software product, contract development and negotiations, planning and implementation of key client installations (hardware, software and training) and supervision of all service desk personnel.

**EDUCATION AND CERTIFICATIONS**

University of Texas at Tyler  
Tyler Junior College  
Project Management Professional  
IBM Certified Project Manager

IBM Certified Project Executive  
IBM Confirmed Project Executive  
Lean Six Sigma Black Belt  
ITIL Foundations (v3)