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**SUMMARY**

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

**AREAS OF EXPERTISE**

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

**PROFESSIONAL EXPERIENCE**

**E\*TRADE (2019 – Present)**

**Senior Director, IT Program Management**

My responsibilities encompass all program/project activities for the Infrastructure portfolio for E\*TRADE, including data & analytics, servers, network, storage, cloud, telecom, and video-conferencing.

**SUNTRUST BANK (2016 – 2019)**

**Vice-President of Production Services, Chief of Staff to the CTO (Infrastructure) (2019)**

Reporting directly to the CTO for Infrastructure, I am responsible for Strategy, Execution, Executive Metrics, Reporting and Communication, Workforce Strategy (1,500+ employees and contractors), and Risk Oversight across multiple portfolios in the Production Services area (Infrastructure, End-User Services, Service Management, Business Management, and Program/Portfolio Management). Functioning as a Chief of Staff, I work with each portfolio to align strategy to the larger enterprise. I also provide business oversight for \$375M+ in annual spend (project and operational).

**Vice-President of Business Management, End-User Services (2016 – 2019)**

I had direct responsibility for financial management (budgets, forecasts, and cost transparency), vendor relationships (multiple outsourcing contracts providing services for our internal Teammates), and driving internal collaboration for our End-User Services strategy. Focusing on teammate satisfaction, I worked with a geographically dispersed team of internal and external resources (450+) providing Service Desk, Deskside Support, Image Management, Software Distribution, and Asset Management services.

- Aligned with the Production Services Senior Leadership Team to understand strategy and achieve business results
- Managed the financial scope of our End-User Services and Configuration and Release teams (\$90M+ annually), including accountability for expense, cost transparency, and financial forecast
- Directed efforts for continuous improvement, executive reporting, and innovation in service delivery, delivering increased value for our end users
- Mentored leadership in each delivery area, emphasizing a strong focus on client needs, increasing morale and effectiveness
- Worked with vendors to successfully craft contracts and relationships, focusing on employee-oriented solutions, and high satisfaction interactions
- Leveraged my talent and experience across multiple lines of business for expense containment, financial reporting, and process improvement

**ATOS IT SOLUTIONS / SIEMENS IT SOLUTIONS (2010 – 2016)****Service Delivery Director, Financial Services Industry (2010 – 2016)**

I managed four outsourcing contracts for three separate clients, including the portfolio financial plan (\$40M+ in revenue), full scope of IT operations, and service delivery, plus new business development. Focusing on the client relationship, I directed a geographically dispersed team (100+) providing Service Desk, Deskside Support, Mainframe Operations, Image Management, Software Distribution, and Asset Management services.

- Partnered with the client executive to understand strategy and achieve business results
- Managed the financial scope of the relationship, including accountability for revenue, cost, and financial forecast
- Directed efforts for continuous improvement, executive reporting, and innovation in service delivery, delivering increased value to the end client
- Mentored leadership in each delivery area, emphasizing a strong focus on client needs, increasing morale and effectiveness
- Identified and created solutions to address client business issues, producing over \$8M in additional business projects

**IBM (1997 – 2009)****Project Executive, Financial Services Industry (2008 – 2009)**

I directed a Senior Vice President's portfolio (reporting directly to the CIO) for a very large Financial Services client. I managed a remote and international staff of 40+ team members, with an average of over 650 active projects. I 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

**IBM Global Services, Atlanta, GA:** As a Project Executive for the Public Sector, I managed multiple IT operations contracts, including full financial responsibility (\$24M+ in annual revenue) for various State and Local Government clients.

**IBM Global Services, Atlanta, GA:** As a Project Executive in the Consumer Products Industry, I managed multiple IT operations contracts, including full financial responsibility (\$30M+ in annual revenue) for a large Consumer Products company. Directed technical personnel, full scope IT operations, and service delivery, plus new business development.

**IBM Global Services, Atlanta, GA:** As a Project Executive in the Retail/Distribution Industry, I managed the web-based IT operations, including full financial responsibility (\$10M+ in revenue) for a large department store IT division.

**IBM Global Services, Atlanta, GA:** As a Delivery Project Executive in the Financial Services Industry, I managed IT operations for multiple web hosting contracts for a large Financial Services client.

**IBM Global Services, San Antonio, TX:** As Manager of Data Operations, I managed all data center operations in support of an outsourcing contract with a large franchisor.

**IBM Global Services, San Antonio, TX:** As Technical Team Lead, I managed a group of system administrators and performed other technical tasks in support of the outsourcing contract with a large franchisor.

**OTHER EXPERIENCE**

**Shirley Data Systems, San Antonio, TX:** As Vice-President of Operations, I 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, I 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**

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

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