

NICK PIETROCARLO, PMP, PgMP, MBA
Hollywood, Florida
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INFORMATION TECHNOLOGY LEADER

Expert in Strategic Planning, Program Management, and Global Operations

- ✓ **Proven expertise leading profit and non-profit boards.** Experience hosting events and raising funds for various causes. Includes working with local governments, city agencies, and citizens of South Florida.
- ✓ **Strategic thinker and communicator** who is an expert at breaking down complex ideas into terms that people at all levels from clerical to the board understand and buy into. Successfully gained approval from senior management for over \$400M worth of programs during the past 15 years.
- ✓ **Skilled at leading and developing teams** to deliver multiple programs with an average cost reduction of 10%. Manager of department level and operational budgets up to \$15M. Negotiator of international and domestic contracts over \$10M with an average price reduction of 15%.
- ✓ **Appointed by the Project Management Institute (www.pmi.org)** as a key contributor to the new standard of Program Management. Also an active writer and test question reviewer for the Program Management Professional Certification Exam (PgMP).
- ✓ **Coach and mentor of cross-cultural teams** remotely and on-site both in the for-profit and non-profit areas. Includes startup of operations, growth of existing operations, and spinning off of business units. Expert networker with ties across the globe in the technology, finance, and the arts communities.

Boards and Committees

Director, South Florida Technology Alliance – 2014 – Present

- ✓ The South Florida Technology Alliance (SFTA) promotes the growth, success and awareness of the regional technology community. Responsible to develop and manage partnerships with other technology organizations in the Miami, Fort Lauderdale, and West Palm Beach communities.

Director of Mentoring, Project Management Institute, South Florida Chapter, 2013 – Present

- ✓ Responsible for the administration of the Mentoring Program for the Project Management Institute's South Florida Chapter. Worked with other board members and chapter members to organize governance and processes around the new mentoring program for South Florida.

Vice Chairperson, Crime Watch Advisory Board, Hollywood, Florida 2012 – 2014

- ✓ Appointed by the Mayor and City Commission of Hollywood, Florida to foster a spirit of community and citizen action. Implemented positive social control, in cooperation with governmental authorities, for the prevention and control of criminal activity. Received Volunteer of Month Award from City of Hollywood in recognition of work done on this board.

Co-Chairperson, TENG South Florida (Technology Executive Networking Group) – 2010 – 2012

- ✓ Assisted leading and setting up of networking events, fund raising activities, and speaking engagements. Also provided Coaching and Mentoring of fellow members with networking and career transition.

Chairperson, Citizen's Police Academy Alumni Association, Miami Beach, Florida, 2008 - 2010

- ✓ Led the organization to raise money for the Miami Beach Police through fund raising, volunteer, and charity events. Also grew the organization's membership 3 fold during tenure as Chairperson.

Chairperson, Strategy Board, Community Emergency Response Team, Miami Beach, 2006 – 2008

- ✓ Worked with local politicians and city agencies to promote and develop the program used to train citizens to become members of the Miami Beach Community Emergency Response Team.

Member, Internet Committee, Citizen's Police Academy Alumni, Miami Beach, 2004 – 2006

- ✓ Coached and mentored Miami Beach Police personnel on how to manage and update a PHP and MYSQL website for the Miami Beach Citizen's Police Academy. Through this site class signup was automated which improved class signup by over 100% a year.

Work History and Achievements

Computer Aid Inc., United States

2013 - Present

Director of Service Delivery, United States, 2013 – Present

Responsible for the Leadership of the Service Delivery group for South Florida. Includes delivery of IT professional services to a variety of public, private, and government clients. Leads a team of 120 IT professionals across South Florida. Responsible for overall profit and loss and day to day operations of the South Florida region.

Royal Caribbean Cruises, Ltd. / Island Cruises, PLC United Kingdom and United States

1994 - 2013

Sr. IT Manager, Technology Revitalization, United States, 2011 – 2013

Developed and led the technology revitalization strategy for the company's \$1B of technology assets across 6 multi-national operating brands and 40 cruise ships.

- ✓ Program Sponsor of a multi-year multi-country strategy to refresh all IT Assets for 50,000 employees and 20,000 computer users. Includes leading a team of diverse technology professionals across the globe for a \$140M program with a portfolio of 60 projects.

Sr. IT Manager, Data Center Operations and Disaster Recovery, United States, 2009 – 2011

Led the operations, management, & business continuity for the company's land based and ship based Data Centers.

- ✓ Responsible to develop and lead a global Data Center optimization plan to leverage colocation facilities and cloud computing to drive down long term costs and free up staff to focus on higher value activities.
- ✓ Coached and mentored the teams to increase morale and implement procedures and technology to improve the teams overall job performance and contribution to the goals of the Infrastructure and Operations teams.

CIO of Island Cruises, Director of Information Technology, United Kingdom, 2006 – 2009

Directed all Information Technology strategic and operational areas for this 2000 employee Joint Venture between Royal Caribbean Cruises Ltd, and TUI Travel, PLC.

- ✓ As Change Agent led the company's migration to a new Reservations & ERP system, including movement of company personnel to new offices and IT infrastructure. Achieved a total cost reduction of 50% by coaching and mentoring internal resources to perform the majority of the work. Proactively worked with internal and external partners to achieve less .01% of downtime.
- ✓ Restructured a Payment Card Industry (PCI) compliance project to eliminate unnecessary work reducing project costs by 25% and ongoing operational support by 75%. Also designed and deployed Island Cruises' first PCI compliant off-line embarkation system that reduced guest wait times and eliminated check-in delays due to system unavailability.

Operations Manager – Global IT, United Kingdom, 2004 – 2006

Responsible for day to day operations of all the company's IT activities. Recruited, managed, and developed all IT positions to support operations worldwide. Reported directly to the CIO; responsible for a team of up to 50 people.

- ✓ Outsourced IT services for a \$200M reservations call center and site office resulting in 25% IT cost center savings. At the same time implemented an ITIL based Service Deck to set SLAs for the business and guide day to day operations of the IT department.
- ✓ Led the physical build out, data center configuration, and systems implementation for 2 offices including the wired and wifi networks, pbx, email, domain, and file server systems. Renegotiated original contracts that saved \$1M during a 3 year period for packaged applications and Software as a Service (SaaS) support, while improving issue response times by 50% for both locations.
- ✓ Managed the retrofit of all IT systems and Entertainment areas of a cruise ship, achieving a 50% cost reduction vs. comparable ship retrofits. Achieved cost savings through coaching and mentoring internal resources to take on more responsibility from vendors, enabling use of 75% fewer vendors.

Program Manager, United States, 2000 – 2004

- ✓ Instrumental in starting up the Business Opportunity Council at Royal Caribbean Cruises, Ltd. which implemented a Portfolio Management process to review and prioritize all pipeline and in progress projects. Developed a communications and presentations mechanism to allow Chief Executives to make informed decisions on where to focus IT investment for both tactical and strategic efforts.
- ✓ Created and delivered over 100 presentations to departments of up to 500, including C level officers and the board of directors, and secured \$130M funding for a legacy transformation initiative.
- ✓ Successfully stabilized a troubled Maintenance and Procurement system used by 3 of the company's operational brands. Replaced disorganized manual processes with an efficient automated system.
- ✓ Co-Managed the development of an Information Technology Life Cycle and Application Integration Design Guide for all new IT Projects. These guides and tools standardized J2EE and .net development and are still in use for all IT projects.

Project Manager, United States, 1994 – 2000

- ✓ Successfully delivered a \$15M program to develop and deploy the world's largest Interactive TV system onboard Royal Caribbean's Cruise ships. 10 years later the systems are still in use and process over \$100M transactions yearly. Interactive TV was written with .net framework running on IIS with SQL.
- ✓ Worked directly with the CEO, CFO, and President(s) to create the Audio/Video requirements and implement the company's incident response center to manage worldwide responses 24/7/365.
- ✓ Led various specialized teams to retrofit cruise ship's entertainment and broadcast systems minimizing vendor labor by up to 50% in some cases.

Education and Certifications

PgMP Certification, Project Management Institute, 2008

M.B.A., California Coast University, 2007

Notary Public Commission, Florida Department of State, 2004

B.S., Management, California Coast University, 2003

PMP Certification, Project Management Institute, 2002

Media Studies and Photography Course Work, University of Buffalo at New York, 1991