NICK FORTE

Fairfield, NJ 07004
C: (973) 699-3307 • H: (973) 227-2296
nforte@yahoo.com • www.nickforte.com

Senior technology leader with a proven record of directing and leading successful delivery of various programs and information technology strategies. A builder of high-performance teams and a natural motivator who thrives in environments requiring both a big-picture strategist and an execution-oriented tactician. Extensive experience building, cultivating, and managing relationships with internal and external business partners to effectively meet client need. Focused on elevating organizational productivity through innovation, process efficiency, cloud technologies, and overall system enhancement.

➢ Experienced technology professional with over 25 years of extensive experience in various strategies and technology disciplines that can accelerate and improve any IT organization
➢ Demonstrated strong negotiation, facilitation and influencing skills, capable of building strong professional relationships and ability to maneuver through the political landscape
➢ Creative thinker with ability to identify innovative business solutions; proficiency in tracking/monitoring and forecasting budgets
➢ Well versed in technology, strategy development and implementation; experience leading a geographically-dispersed team
➢ Effective at leveraging technology to drive revenue and operational cost savings, evangelizing new technologies to ensure competitive advantage
➢ Manage complex and multi-faceted projects, influencing capital expenditure budgets of up to $550M

**Strategic Planning • Digital Transformation • Advanced Analytics • Program Management
Digital Workplace • Business Process • Resource Planning • Client Relationship Management
Vendor Management • Team Management • Troubleshooting • Organizational Leadership
Quality Assurance • Operational Management • Financial Management • Risk Management**

PROFESSIONAL EXPERIENCE

NBCUniversal, LLC, Englewood Cliffs, NJ   2018 to pres
Director of Enterprise Architecture
Engaged in the strategy and alignment of a multi-year road map to digitally transform the enterprise through various programs including Cloud, DevOps, Digital Workplace Experience and Process Automation. Collaborate and align with business and IT leaders on the strategy, processes, applications and data across the enterprise to optimize. Ensure proposed technical solutions align with the company's overall digital strategy and long range planning.

Select Accomplishments:
• Design of the technology strategy and business program for the Digital Workplace Experience across the enterprise of 45,000 employees
• Collaborate with the technology leaders in establishing a Development CoE for the O&T division and apply DevOps practices, processes and tools where appropriate.
• Engaged in establishing strategic road maps for Cloud provider formation, BYOD, DaaS, Agile Workspace, Collaboration and Secure Access

Realogy, LLC, Madison, NJ   2015 to 2018
Director of IT Strategy, Planning and Innovation
Drove the digital strategy and planning across the enterprise while maturing the EA capabilities across our various business units. Advisor on the CIO Council and responsible for formalizing Cloud, Data Analytics, Mobile and Identity digital strategies - programs across the enterprise.

Select Accomplishments:
- Led the cloud transformation strategy for the organization utilizing various public cloud approaches, including Microsoft Azure and Amazon Web Services
- Matured the Analytics program across the enterprise by creating awareness and synergies while monetizing data assets
- Drove the strategy to execution for the Digital Workplace for over 60,000 personnel across the enterprise utilizing the Microsoft Office 365 platform, Vonage and other collaborative services
- Implemented Okta as a single identity broker across the enterprise and unified all identity processes and SSO experiences

Datlytics, Ft. Lauderdale, FL (virtual)   2014 to 2015
Technology Strategy Advisor, Consultant
Established the strategic technology direction and architecture using Amazon Web Services and other third-party solutions to provide a SaaS, multi-tenant, branded cloud platform for Analytics in the Travel, Tourism, Hospitality industry which includes Business Intelligence, Data Warehouse and Predictive Analytics solutions for our clients. Create operational transparency with these solutions and extend the clients data capabilities.

Citi, Inc. Jersey City, NJ   2012 to 2014
Senior Vice President, Enterprise Architecture
Matured the Enterprise Architecture practice with an emphasis on Business Architecture and working closely with the business in establishing target architectures and roadmaps within a 3-5 year time horizon. Spearheaded the strategic vision of the division, incorporating design, new governance practices, and thought leadership across the organization. Drove service enablement of legacy products, incorporating greater reuse of key technology assets and spreading information on the benefits of SOA approach to integration.

Select Accomplishments:
- Developed and institutionalized both the Target Architecture and Technology Product Evaluation methodologies.
- Re-engineered and architected Sales and CRM processes for company's global division which included over 20 countries, streamlined from 90 days to 30 days and savings of $9.5 million.
- Established the Integration COE and led governance practices, including scoping and design sessions.
- Evaluated the division's $550M capital project portfolio, integrating Lean initiatives with strategic alignment of the portfolio.

Wyndham Worldwide, Parsippany, NJ   2006 to 2012
Senior Director of IT Strategy & Architecture
Managed team of 10+ in technology innovation and delivery. Oversaw development and governance practices, collaborating with various business leaders on transformation initiatives and strategic concepts. Developed methods to improve customer service and operation processes, developing target state architectures with a five-year strategic roadmap. Implemented solution architecture review processes, leading working group in streamlining of processes and portfolio rationalization. Led division in mobile technology strategy, implementing new platform for use with the iOS and Android platforms.

Implemented data consolidation and MDM strategies, evaluating and reviewing various technologies across organizational verticals to ensure emerging technologies were implemented as needed. Drove overall technical direction of division. Integral part of three-year strategic roadmap development, creating architecture standards for Engineering, Infrastructure, and Operations groups while coordinating Joint Venture and Mergers/Acquisitions processes across the organization.

Select Accomplishments:
- Architected the division's broad-based eCommerce platform, managing 20 consumer websites with millions of users and transactions.
- Oversaw the architecture of division's next-gen reservation platform, over $20M+ investment.
- Led design and integration of Central Reservation system, saving $8M annually and realizing a RevPar rate uptick of $1.50.
- Engineered and implemented one of the highest value Loyalty systems and platform with up-sell capabilities. (Wyndham Rewards) Transparency of operation procedures with SaaS provider.
- Automation of On-Boarding business processes for franchisees. Over 8 brands included in the automation effort and reduced on-boarding time from 90 days to 30 days.

Cendant Corp, Parsippany, NJ   2002 to 2006
Director of Information Technology
Drove team performance of up to 25 people, including on and offshore sources, delivering on application development and business process management. Implemented division's technology strategy and adhered to roadmap set forth by senior management. Managed all website initiatives, including loyalty and branded sites.

Developed relationships with various interactive agencies to delivery rich website experiences, as well as fresh media and content within tight timeline constraints. Implemented ITIL and SDLC practices, while coordinating efforts of various multi-functional groups across the organization. Estimated and reported on financial health of all strategic projects.

Select Accomplishments:
- Experience in the design, modeling and implementation of a Service Oriented Architecture (SOA) program. Leveraged current assets across divisions / organizations and decoupled systems from complicated point-to-point integrations.
- Tracked and improved operational metrics including SLAs, MTTR, and MTBF.
- Served integral role in the project management office, designing and implementing ITIL framework and SDLC best practices.
- Streamlined Call Center business processes utilizing BPM/SOA initiatives to effectively reduce call time by 15 seconds while increasing conversions by 8%.

ADDITIONAL EXPERIENCE

Vice President - Enterprise Application Services - SinglePoint Financial, Inc., Parsippany, NJ
Information Technology Manager - AT&T Wireless Services, Paramus, NJ

EDUCATION

Master of Business Administration, Investment Management, Fordham University, New York, NY
Bachelor of Science, Finance, Seton Hall University, South Orange, NJ

PROFESSIONAL DEVELOPMENT

Process Reengineering - Lean Training • ITIL Certification • PMO Boot Camp • Client/Server Application Development • Big Data Certified

TECHNICAL EXPERTISE

Cloud Providers:	Familiar with both Azure and AWS
BPM Products:	Pegasystems BPM/CRM, IBM Process Server and Center
Software / Platforms:	Jira, Confluence, Microsoft Office 365, SharePoint, Microsoft Dynamics CRM, SalesForce.com, Adobe AEM, Oracle WebLogic, Oracle Goldengate, Apache, Oracle Financials, Omniture, Teamsite, OpenText ProVision, Checkpoint products, Citrix, HP Openview, Erwin, Remedy, IBM WSRR
Programming:	Java, C, Angular JS, JavaScript, JSF, Ajax, Spring Webflow, XHTML, .NET, PL/SQL, CSS
Databases/DW:	SnapLogic, Redshift, EMR, Oracle, MS-SQL Server, Informatica
Operating Systems:	Windows, Red Hat (Linux), VMWare
Protocols:	JSON-RPC, HTTP(s), Rest, LDAP, TCP/IP, SFTP, SAML, OpenID Connect
Business Intelligence:	Power BI, Tableau, Cognos, MicroStrategy, Informatica

PROFESSIONAL AFFILIATIONS

Business Architecture • CIO Forum • Finance Club • Mobile Enterprise Application Platforms
Service Oriented Architecture Special Interest Group • TOGAF for Architecture
Travel 2.0: Interactive Travel Industry Professionals • Lodging Hospitality • Travel, Tourism & Hospitality Group