

# Bonita L. Payton

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## Professional Summary

Strategic IT Service Delivery Leader with 30+ years driving operational excellence and digital transformation for Fortune 500 organizations including Cardinal Health, NBCUniversal, and Reynolds Consumer Products. Expert in designing and executing ITSM strategies aligned with business objectives, achieving 95%+ SLA compliance while reducing operational costs by 15%. Proven track record leading incident, problem, and change management processes using ITIL frameworks, managing multi-million dollar budgets, and ensuring regulatory compliance (SOX, GDPR, PCI, ISO-9001). ITIL Foundation and Six Sigma Green Belt certified with demonstrated ability mentoring high-performing teams, managing vendor relationships, and translating complex technical requirements into actionable service plans for non-technical stakeholders.

## Core Leadership Competencies

### Strategic Service Delivery Leadership

- IT Service Delivery Strategy Development & Execution
- Business-IT Alignment & Digital Transformation
- Cross-Functional Stakeholder Collaboration
- Strategic Planning & Roadmap Development
- Organizational Change Management

### ITSM Process Excellence (ITIL-Based)

- Incident Management & Major Incident Response
- Problem Management & Root Cause Analysis
- Change Management & Release Control
- Service Level Management (SLAs/SLOs/KPIs)
- Continuous Service Improvement (CSI)

### Financial & Vendor Management

- IT Service Delivery Budget Management (\$5M-\$5.2B)
- Cost Optimization & Resource Allocation
- Vendor Selection, Contract Negotiation & Performance Management
- MSP/Service Provider Relationship Management
- Strategic Sourcing & Procurement

## Compliance & Security

- Regulatory Compliance (SOX, GDPR, PCI, NIST)
- Security Framework Implementation & Audit Readiness
- Risk Management & Mitigation Strategies
- Data Protection & Infrastructure Security
- Business Continuity Planning (BCP) & Disaster Recovery

## Team Leadership & Development

- High-Performing Team Building & Mentorship
- Global Team Leadership (Onshore/Offshore)
- Performance Management & Accountability Culture
- Talent Development & Succession Planning
- Innovation & Excellence Cultivation

# Professional Experience

## Tata Consultancy Services (Managed Service Provider)

### Senior Service Delivery Manager, Cardinal Health

*August 2022 – August 2024*

*Led strategic IT service delivery operations for Fortune 500 healthcare organization supporting critical business systems*

### Strategic Leadership & Business Alignment:

- **Defined and executed comprehensive IT service delivery strategy** aligned with Cardinal Health's business objectives and operational excellence goals
- **Collaborated with senior leadership** translating business needs into actionable IT service plans across healthcare contact center operations and clinical support systems
- **Directed digital transformation initiative** transitioning from Waterfall to Agile service delivery framework, achieving 25% productivity increase and improved time-to-market
- **Conducted Quarterly Business Reviews (QBRs) and Monthly Business Reviews (MBRs)** presenting service performance metrics, strategic recommendations, and improvement initiatives to C-suite executives

### Service Management & ITSM Operations:

- **Led design, implementation, and optimization of ITIL-based ITSM processes** ensuring consistent, high-quality service delivery for mission-critical healthcare systems
- **Oversaw incident, problem, and change management processes**, reducing service disruptions from 2 hours weekly to 30 minutes through enhanced escalation procedures and proactive problem resolution

- **Established comprehensive KPIs, SLOs, and SLAs** measuring service performance across multiple dimensions, resulting in 15% reduction in escalated incidents and maintaining 95%+ customer satisfaction
- **Championed continuous service improvement initiatives**, facilitating cross-functional workshops identifying best practices and driving operational efficiency gains
- **Directed end-to-end project management** for two major Genesys platform upgrades using Jira, ensuring alignment with business objectives and on-time delivery with minimal service impact
- **Implemented performance tracking dashboards** providing real-time visibility into service health, incident trends, and SLA compliance for stakeholder transparency
- **Managed major incident response coordination** across global IT teams, resolving high-priority issues affecting operations with average response time under 2 hours

#### **Team Leadership & Collaboration:**

- **Mentored and developed global service delivery team** of 22+ onshore and offshore professionals, maintaining turnover rate below 1% while fostering culture of accountability and operational excellence
- **Partnered with cross-functional teams** including project managers, engineers, and business leaders ensuring IT services met evolving organizational needs
- **Built resilient, high-performing workforce** capable of handling high-pressure situations and complex technical challenges through structured coaching and development programs

#### **Financial & Vendor Management:**

- **Managed service delivery budget and resource allocation**, ensuring cost-effective operations while maintaining service quality standards
- **Coordinated with managed service provider teams and external vendors**, ensuring compliance with service agreements and performance standards

#### **Compliance & Security:**

- **Ensured IT services adhered to healthcare industry regulations and standards** including SOX compliance requirements for critical business systems
- **Implemented robust security measures** protecting organizational data and infrastructure while maintaining audit readiness

### **Tata Consultancy Services (Managed Service Provider)**

#### **Senior Service Delivery Manager, Webster Bank**

*November 2021 – August 2022*

*Led IT service delivery for banking applications with stringent regulatory compliance requirements*

## **Service Management & Compliance:**

- **Managed comprehensive IT service delivery operations** supporting 80+ critical banking applications requiring full SOX and GDPR compliance
- **Directed team of 22 IT professionals** focused on Identity and Access Management (IAM) service delivery, ensuring regulatory adherence and risk mitigation
- **Implemented automation initiatives** reducing manual errors by 40% and improving service delivery efficiency across IAM processes
- **Conducted regular governance meetings** with senior executives, presenting service performance metrics and driving continuous improvement initiatives
- **Ensured audit readiness and regulatory compliance** maintaining stringent controls for financial services environment

## **Tata Consultancy Services (Managed Service Provider)**

### **Senior Service Delivery Manager, Reynolds Consumer Products**

*December 2020 – November 2021*

*Spearheaded greenfield IT service delivery implementation from ground zero to full production*

## **Strategic Service Delivery Design:**

- **Defined and executed comprehensive IT service delivery strategy** for newly established company, designing infrastructure from empty platform to fully operational production environment
- **Led architecture, implementation, and hands-on support** for Helpdesk, End User Computing, and Identity Access Management establishing new Microsoft 365 tenant from scratch
- **Collaborated with customers and key stakeholders** assessing business needs, identifying challenges, and defining service delivery scope after thorough due diligence
- **Developed and obtained approval for project charter** translating business requirements into actionable technical plans aligned with organizational strategic goals

## **ITSM Process Development:**

- **Established foundational ITSM processes and workflows** creating incident, problem, and change management procedures aligned with ITIL best practices
- **Developed comprehensive SLA framework** tracking service performance metrics and ensuring accountability across global service delivery teams
- **Created knowledge management portal using MS SharePoint** improving information accessibility, self-service capabilities, and operational efficiency
- **Analyzed recurring service delivery challenges** identifying root causes and implementing process improvements leading to 30% reduction in support incidents

## **Financial & Team Management:**

- **Managed service delivery budget** achieving 95% milestone completion rate while maintaining adherence to financial constraints through corrective action implementation
- **Mobilized and trained global resources** across onshore and offshore locations, overseeing hiring and management of service delivery teams
- **Conducted steering committee meetings** preparing agendas, recording minutes, and following up on action items ensuring governance and accountability

#### **Compliance & Risk Management:**

- **Maintained IT infrastructure security** adhering to organizational procedures and implementing disaster recovery, business continuity planning, and risk management strategies
- **Created subsidiary plans** including quality management, communication protocols, risk mitigation, change control, and disaster recovery ensuring comprehensive coverage

#### **Refinitiv US LLC**

##### **Service Delivery Owner**

*June 2020 – November 2020*

#### **Service Excellence & Continuous Improvement:**

- **Coordinated cross-functional teams** aligning IT service delivery with business goals, leading initiatives that enhanced service quality metrics by 25%
- **Streamlined operational workflows** achieving 30% reduction in incident response times by redefining communication channels and optimizing escalation processes
- **Partnered with client stakeholders** ensuring IT services aligned with business objectives and delivering enhanced service satisfaction scores

#### **NBCUniversal**

##### **Global Service Desk Delivery Manager**

*June 2019 – June 2020*

*Directed \$5.2B global IT service delivery supporting 70,000+ employees across all NBCU divisions*

#### **Strategic Service Delivery Leadership:**

- **Defined and executed global service delivery strategy** for NBCUniversal's enterprise IT operations across film, television, news, and theme parks divisions
- **Transitioned global service desk to remote model within 5 hours** maintaining zero downtime and ensuring continuous service delivery without business disruption
- **Collaborated with senior leadership** presenting strategic recommendations and performance metrics through comprehensive Quarterly Business Reviews

## **ITSM Excellence & Operational Transformation:**

- **Drove adoption of ITIL best practices** across global service desk operations, ensuring SLA compliance and elevating customer satisfaction scores by 20%
- **Spearheaded operational improvements** reducing call abandonment rates from 30% to 4%, increasing First Call Resolution (FCR) to 97%, and decreasing Average Handle Time (AHT) from 30 minutes to under 10 minutes
- **Restructured service delivery operations** establishing QA processes, creating training modules, and implementing quality assurance frameworks ensuring service consistency
- **Championed integration of automation technologies** for ticket triaging, reducing manual workloads by 25% and improving service response times
- **Coordinated major incident resolution** across global IT teams, resolving high-priority issues affecting 70,000+ employees with average response time under 2 hours

## **Financial & Vendor Management:**

- **Managed \$5.2B service delivery budget** ensuring strategic resource allocation and cost-effective operations across global service footprint
- **Coordinated with internal teams and external vendors** supporting successful rollout of enterprise applications and ensuring proper training and documentation

## **Team Leadership & Culture:**

- **Mentored diverse global service delivery team** improving employee retention by 30% while cultivating culture of accountability and operational excellence
- **Delivered comprehensive disaster recovery plan** ensuring service continuity readiness for potential disruptions and safeguarding critical business operations

## **Genworth Mortgage Insurance**

### **IT Manager**

*August 2017 – May 2019*

*First manager appointed to facilitate IT service transition from in-house to managed service provider model*

## **Service Transition & ITSM Implementation:**

- **Spearheaded development and execution of comprehensive ITSM processes and workflows** for eight support teams, ensuring alignment with ITIL best practices
- **Led seamless transition of IT services** from in-house team to Tata Consultancy Services (TCS), directing diversified support functions with zero service disruption
- **Designed and launched innovative service delivery model (Walk-Up Bar)** reducing equipment replacement waiting times and enabling rapid issue resolution

## **Financial Management & Optimization:**

- **Reduced asset management costs** by addressing excessive waste in procurement, renegotiating vendor contracts for better pricing, and implementing tracking systems optimizing resource utilization
- **Managed service delivery budget** achieving 20% increase in employee satisfaction while maintaining cost-effective operations

### **Compliance & Security Leadership:**

- **Led IT Security Access team** ensuring compliance with SOX, GDPR, and internal security policies while managing employee lifecycle access control
- **Maintained audit readiness** by enforcing strict adherence to regulatory and internal compliance standards for financial services environment
- **Managed provisioning and configuration of 500+ mobile devices** ensuring secure access with 98% satisfaction rate in device reliability

### **Service Performance & Governance:**

- **Conducted comprehensive Quarterly Business Reviews (QBRs)** providing executive leadership with service performance metrics, cost savings, and improvement initiatives
- **Enhanced end-user experience** by optimizing service delivery processes and reducing resolution times by 40%
- **Developed efficient workflows** facilitating management of 300+ daily tickets while maintaining high-resolution speed and employee satisfaction

## **CenturyLink (Managed Service Provider)**

### **Regional Desktop Support Manager**

*December 2013 – September 2016*

### **Multi-Site Service Delivery Management:**

- **Directed IT service delivery operations** for 8 corporate offices and 15 warehouses, enabling seamless support for 1,500+ end-users with average response time of 2 hours
- **Led hardware refresh project** for 3,000 devices, completing deployment on schedule with zero operational disruption through effective project management
- **Reduced incident resolution times by 20%** through process automation initiatives and team training programs improving service delivery efficiency

## **Earlier Service Delivery Experience**

### **Reliant Energy – Technical Team Lead** *(November 2001 – July 2003)*

- Led IT service enhancements across multiple departments, reducing support requests by 30% through strategic infrastructure improvements
- Directed company-wide relocation project, executing migration of IT infrastructure to new downtown Houston site with minimal service disruption

- Provided 24/7 executive IT support ensuring all critical service needs were prioritized and resolved promptly
- Managed major accounts totaling \$3M annually, achieving above-average retention rates through proactive service delivery

**Transocean Offshore** – Sr. Service Desktop Specialist & IT Procurement Lead (*December 1999 – October 2001*)

- Established IT service standards for all company desktops and laptops across onshore and offshore operations
- Spearheaded enterprise-wide technology transition enhancing disaster recovery efforts and business continuity
- Coordinated IT service response during merger tripling organization size and standardizing IT assets across expanded enterprise
- Provided 24/7 service delivery support for corporate leaders, offshore teams, and remote offices

## Education

### Macomb Community College

- Associate of Business Administration, Marketing (December 2022)
- Associate of Business Administration, Business Management (May 2015)  
Minor: Small Business Entrepreneurship

## Certifications

- **ITIL Foundation Certified** – IT Service Management frameworks and best practices
- **Six Sigma Green Belt** – Process improvement and quality management methodologies
- **Microsoft Certified Professional** – Microsoft technology platforms and solutions
- **Certified HelpDesk Manager** – Service delivery operations and team leadership
- **Certified Trainer** – Knowledge transfer and team development

## Key Qualifications Summary

### ✓ 10+ Years IT Service Delivery Experience (30+ Total IT Experience):

- Senior service delivery leadership roles at Cardinal Health, NBCUniversal, Webster Bank, Reynolds Consumer Products
- Managed service delivery operations from \$5M to \$5.2B across diverse industries
- Progressive leadership experience spanning Fortune 500 enterprises and fast-growth organizations

### ✓ 5+ Years Leadership Experience:

- Led global teams from 5 to 50+ professionals across onshore and offshore locations
- Maintained industry-leading retention rates (<1% turnover) while fostering high-performance cultures
- Mentored and developed service delivery professionals achieving 30% improvement in retention

✓ **Strong ITIL & ITSM Framework Expertise:**

- ITIL Foundation Certified with extensive hands-on implementation experience
- Expert in incident, problem, and change management processes
- Designed and optimized ITSM workflows achieving 95%+ SLA compliance and 25% productivity improvements

✓ **Project Management & Process Improvement:**

- Led multiple concurrent projects using Agile and Waterfall methodologies
- Six Sigma Green Belt certified with proven track record driving continuous improvement
- Achieved 95% milestone completion rates through structured project governance

✓ **Cross-Functional Leadership:**

- Partnered with senior executives, engineers, project managers, and business leaders
- Led cross-functional teams managing multiple initiatives while maintaining service quality focus
- Facilitated workshops and governance meetings ensuring alignment across organizational stakeholders

✓ **Excellent Communication Skills:**

- Presented complex technical information clearly to non-technical stakeholders through 50+ QBRs/MBRs
- Synthesized service performance data into actionable strategic recommendations for executives
- Built consensus across diverse teams ensuring shared understanding of service delivery objectives

✓ **Analytical & Problem-Solving Abilities:**

- Identified root causes of service delivery challenges implementing effective solutions
- Reduced incident response times by 20-75% through data-driven process improvements
- Analyzed service trends and performance metrics driving continuous optimization

✓ **Financial Management:**

- Managed IT service delivery budgets ensuring cost-effective operations and strategic resource allocation

- Reduced operational costs by 15% through vendor renegotiation and process optimization
- Achieved consistent budget compliance while maintaining or improving service quality levels

#### ✓ **Vendor & Contract Management:**

- Led vendor selection, contract negotiation, and performance management for managed service providers
- Ensured compliance with service agreements and performance standards across multiple vendors
- Managed relationships with technology suppliers and service providers optimizing cost and quality

#### ✓ **Compliance & Security Expertise:**

- Ensured IT services complied with SOX, GDPR, PCI, and ISO-9001 regulatory requirements
- Implemented robust security measures protecting organizational data and infrastructure
- Maintained audit readiness and regulatory compliance across financial services and healthcare environments

## **Technical Proficiencies**

**ITSM Platforms:** ServiceNow, Jira, Remedy, BMC Service Management

**Project Management Tools:** Jira, Microsoft Project, SmartSheets

**IT Infrastructure:** Microsoft 365, Azure, AWS, Active Directory, Exchange

**Service Management:** Genesys, Verint, SCCM, Endpoint Manager

**Collaboration Tools:** SharePoint, Teams, Confluence

**Monitoring & Analytics:** Performance Dashboards, KPI Tracking, Real-Time Analytics

**Compliance Frameworks:** ITIL, Six Sigma, SOX, GDPR, PCI, NIST, ISO-9001