

# TOM HENDERSON

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## INFORMATION TECHNOLOGY MANAGEMENT

CONTINUITY MANAGEMENT | DISASTER RECOVERY | RISK MANAGEMENT

A highly skilled ITSCM professional with nearly 10 years of enterprise level experience in planning, development, continuous improvement, strategic implementation, integration and execution of Risk Management, Business Continuity, and Crisis Management. A motivational leader who can easily work in and navigate a dynamic and sometimes ambiguous environment. Committed to personal development and with the ability to learn quickly and adapt to business needs/priorities as needed.

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### AREAS OF EXPERTISE

- Strategic / Tactical Planning
  - Risk Assessment / Contingency Planning
  - ITIL / ITSCM / SDLC
  - Project Management
  - Crisis Management
  - Information Assurance
  - Contract Negotiations
  - Data Loss Prevention (DLP)
  - Service Continuity Strategy
  - Program Governance and Execution
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### CERTIFICATIONS

Certified Business Continuity Professional (CBCP)  
Certified Information Systems Auditor (CISA)  
Certified Information Systems Security Professional (CISSP)  
Foundations Information Technology Infrastructure Library ITIL V2 Foundations (ITIL)  
Organizational Change Management (OCM)

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### PROFESSIONAL EXPERIENCE

IBM CORPORATION

1999 – PRESENT

**ITSCM PROGRAM MANAGER**, Canton, OH (2004 – PRESENT)

Provide practical guidance on the design and implementation of integrated end-to-end processes based on proven industry best practice guidelines for a \$15.6 billion per year provider of power management products/services with 80,000 employees worldwide. Manage all components of business recovery, business resumption, contingency planning, and crisis management including Disaster Recovery plans and attestation to ensure critical business systems are available in accordance to agreed timeframes and standards.

#### ACHIEVEMENTS:

- Standardized the approach for Disaster Recovery Planning/Response/Restoration using continuous improvement methodology across 440 global locations including primary internal datacenters.
- Avoided an estimated \$7 million loss due to penalties, lost business, etc. through effective planning and coordination of Disaster Recovery measures required after a critical power outage interrupted service delivery from the primary data centers.
- Reduced site SOX audit visits by external 3<sup>rd</sup> party partner by 50% by leading effort to create perpetual inventory feeds of separated workforce members making those feeds available to systems automatically and available to administrators of systems across the enterprise .
- Instrumental in creating a process by which Application Service Providers (any partner hosting or processing IBM data that would otherwise reside within IBM data centers or sites) apply so that the risk presented to IBM was identified and assessed (50+ partners applications processed, reviewed, assessed, and determination of use or not use was rendered).

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**PROFESSIONAL EXPERIENCE - CONTINUED**

## EASTMAN-KODAK CORPORATION

**IT MANAGER**, London, England (2003 – 2003)

Ensured the execution of specific strategic functions and implemented high-end, business-wide, critical strategy resulting in translating the IT strategy into action. Provided guidance, planning, and direction for business unit(s), maintained budgets, proactively allocated resources, and time for the business units or functions they supported.

- Provided direction for local Computer Room operations, incident and problem management, service level management, critical business process planning and execution.
- Promoted teaming skills to ensure cross training within team, motivated staff, and successful project results.

**ACHIEVEMENTS:**

- Effectively managed an annual budget of 1.75 million British Pounds with signing authority of up to \$15 thousand for justifiable expenses with approval of the Plant Manager.
- Led a disaster recovery response/recovery/restoration effort at the site after maintenance of a power substation caused high voltage back feed that caused network, ERP, communications, and storage to be unstable.
- Created an implemented the first ever IT disaster recovery plan for the site.

## ACCENTURE

**E-BUSINESS/E-COMMERCE MANAGER**, Columbus, OH (2002 – 2003)

Worked cross-functionally with a team of technology and business professionals to develop and implement from inception to completion web-based projects that support key business strategies.

- Managed a \$1.25 million budget with an additional \$500 thousand contingency available when necessary.
- Integrated web technology into business processes where it had not been present before throughout the Order to Cash Cycle.

**ACHIEVEMENTS:**

- Successfully negotiated internal supplier costs that resulted in a 3 year cost avoidance of \$235 thousand.
- Managed activities, efforts, products for development and moved to production of web-based solutions within a 3% variance to forecast and budget.

## AON CORPORATION

**SENIOR INFRASTRUCTURE ANALYST**, Northbrook, IL (1999 – 2002)

Provided day to day support which included problem analysis and resolution of hardware and software issues, program and configuration modifications for projects, quality assurance testing, and coordination of technology installations.

**ACHIEVEMENTS:**

Mentored the infrastructure team in project management, Windows Back Office Server technologies, and troubleshooting. 100% pass rate by team members on Windows NT and Windows 2000 Server tests.

## DYNASTIC INFORMATION SYSTEMS

**SYSTEMS ENGINEER/HELP DESK ANALYST** (1997 – 1999)

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**EDUCATION****MASTER OF BUSINESS ADMINISTRATION**

University of Phoenix – Cleveland, OH

**BACHELOR OF SCIENCE – SYSTEMS ANALYSIS**

Miami University – Oxford, OH