

CLAY WORLEY

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SUMMARY AND PROFILE

Executive Director, Strategic Programs

Practice Management • IT • Service Strategy

Leading Change to Achieve Multi-million Dollar Savings, Improve Quality, Go to Market, and Enhance Customer Satisfaction Enabling Multi-billion Dollar Corporate Growth

Senior level executive with 30+ years of international IT experience as a strategic and results-oriented professional who leads enterprise platform operations, service management, banking technology transformation and operational excellence. Responsible for partnering with all key business functions and providing scalable IT services to meet dynamic business needs. Plays an integral role in developing enterprise strategy and supplying valuable insights. Fluency in Spanish with abilities in five additional languages. Prior Top-Secret clearance.

SKILLS AND EXPERTISE

IT Portfolio Integration
24 / 7 Support
Scaled Agile Frameworks

Operations Management
M&A Onboarding
Executive Communication

Enterprise Service
Agile
SFDC

PROFESSIONAL EXPERIENCE

FISERV, Alpharetta, GA

2022-Present

Report through to Fiserv's Chief Digital Officer in support of over half a dozen SVPs and VPs to drive alignment and process discipline for a multi-billion-dollar revenue plan.

- Directed DCS-wide portfolio clean-up efforts with Finance to ensure accuracy of efforts for 2023 and prep for 2024: yielded a 61.5% of portfolio accuracy in 45 days.
- Pitched, planned, and drove the DCS-wide efforts for its first Program Increment (PI) planning session setting the groundwork to drastically improve ways of working, i.e. reducing chaos, increasing predictability, rigor, and discipline to enable revenue growth.
- Led the successful migration from silo project tollgate management to a DCS-wide process with Technology and Product Teams.
- Ensured that DCS reduced duplicate reporting channels, forums, and formats by building a successful reporting for the CDO with a bi-weekly presentation cadence that aligned with MBR prep.
- Microsoft Partnership: led the end-to-end delivery of a new Identity Verification Solution to include (not limited to) vendor agreements, on-boarding and orchestrating the cross-functional success across enterprises resulting in an on-time go-live.
- Fiserv Fraud Defense Network Fortification: led planning sessions with SVPs, VPs, and Senior Directors to evaluate current defenses against threats, assess risks, develop a comms plan, and resolution for the existing network going forward, not to mention corporate wide changes in organizational structure.
- Indispensable service to Fiserv's Horizontal Fraud Practice Lead in building out a portfolio pipeline of revenue enabling work for the end of 2023 and revenue plan for 2024.

Director, Portfolio Management, Strategic Initiatives

Reported directly to the Senior Vice President of Enterprise Portfolio Management as a managing director of personnel in the US and abroad. Responsible for the end-to-end lifecycle of 1000 app/dev projects with \$1B in planned benefits.

- Readily embraced organizational challenges upon arrival and was applauded by his SVP for navigating the complexity with "grace" and "ease" in supporting the implementations organization.

- Enabled double digit YOY growth for some of Fiserv's most profitable portfolios with end-to-end oversight of thousands of client delivery solutions.
- Seamlessly integrated new resources and significant portfolio scope in the first 60 days.
- Lauded by senior vice presidents for improving accuracy and time to delivery across multiple BUs via LEAN, Six Sigma, and Agile methodologies in the first 180 days.
- Commended by the Vice President of the Military Leadership Council for outstanding contribution to the cause of transitioning veterans in the first 120 days.
- Chosen by several vice presidents to represent Fiserv in public forums, special workshops with the likes of the University of Syracuse, and the 2022 New York City Veterans Day Parade.

Director, Enterprise Portfolio

APTIMIZED, LLC Wayne, NJ

2021-2022

*Directed the Agile transformation for **Johnson & Johnson Consumer Health Supply Chain Technology Division**. Led OCM and Training implementation in the SCM SAP platform space for a cutting-edge technology client.*

Senior Executive Consultant, Technology Solutions Delivery

INNOVA SUPPLY CHAIN, Austin, TX

2014-2020

Led scoping, solution development, and implementation for international projects like NEOM in the Middle East.

Senior Executive Consultant, Service Solutions

WORLDPAY (NOW FIS), Austin, TX

2016-2019

Led scoping and designing complex IT solutions including application development, infrastructure integration, modernization, business analysis, applications/systems engineering, data/information architecture and technical architectures.

SITE LEADER, TECHNOLOGY DELIVERY

- Led turn-key first-to-market mobile application for small businesses with iMobile3 in just four months featured by CEO at Money 2020.
- Improved IT backlog performance by 15% - commended by CTO for positive business impact in the first 40 days - creating structure to define and ensure consistent delivery of robust revenue channels.
- Facilitated site transitions to multi-source project management methodologies (Agile SAFe, Waterfall, et al).
- Led a successful migration of entire legacy portfolio (11K merchants & \$23M revenue stream) to new payment processing platform with zero hacks or cybersecurity impacts.
- Chosen by the VP of Implementations to develop a new managed services strategy for presentation to Peter Forbes, President of the Corporate Business Unit
- Led cutting edge API product feature development for NCR Silver Tablet platform benefitting 400,000 merchants in less than 120 days

DELL, Round Rock, TX

1999- 2015

A global technology hardware, software and services conglomerate.

MANAGING DIRECTOR, SERVICES & CORPORATE IT PORTFOLIO

Led transformation roadmap through design and other solutioning efforts. Progressively promoted to director and owned end-to-end international support of 91 software applications (including SFDC) in servicing 103K employees and all external consumers world-wide. Partnered with CSO to combat cybersecurity threats, safeguard employees, software, and infrastructure.

- \$6.9 million decrease in expenses achieved in 30 days by cutting IT expenditures 50% and implementing aggressive controls.
- **Security and Compliance:** Achieved top five rankings in the IT "Security 500" for two consecutive years won by setting goals, streamlining processes and enhancing environmental stability globally.
- Won the **2013 Teradata Award in Business Intelligence!**
- **SLA Mastery:** Broke enterprise hardware records across three LOBs (Servers, Workstations, & Storage) with service levels at 95% and higher.

- Presented to CEO as services architect for the first retail store with leading edge IT on-site service, asset management, computer hardware procurement and installation. Designed services solution for Canada & China.
- Established Dell's first Client Partner Relations Office to own/manage master service agreements with top tier partners alongside of the Enterprise PRO with Microsoft, Red Hat, Linux, EMC, et al.
- \$31.2 billion growth enabled through a new product launch, \$1 million in disputed returns resolved and a 67% decline in hardware backlog realized by expanding shipping operations in Canada and Latin America and integrating internal and outsourced shipping facilities.
- Generated \$550 million in revenue in 15 months by development of new consumer support solution.
- \$6.1 million in hardware savings reached by developing the revolver exchange system for storage devices and leveraging the EDI consigned inventory program to build a strategic relationship with EMC.

FIRST USA BANK, Austin, TX

1998-1999

CUSTOMER CARE TEAM MANAGER

A credit card company with call centers across the US. Managed a team of 25 inbound call center technicians managing credit card portfolios for military and airlines card members.

- Led customer support team in saving \$1 million during the first 30 days via operational process improvements.
- Ensured seamless operational transition in the wake of mergers with Bank One and First Commerce Bank.
- Directed the site migration to new corporate financial software in 45 days benefiting 1,200 end users.

TEXAS ARMY NATIONAL GUARD, Austin, TX

1999-2005

CAPTAIN

Commanded 100+ associates and managed \$32 million in sensitive assets with zero shrinkage. Responsible for the defense of 20,000 citizens in a combat zone against imminent threats.

- Spearheaded the rescue of 90 people during a Texas flood in partnership with local, state and federal authorities.
- Decorated 11 times for combat service in Iraq and leadership during civil relief efforts, i.e. wildfires, floods.

MILITARY

Decorated Sergeant, United States Marine Corps Reserve, 1988-1994

Highly Decorated First Lieutenant, United States Army, 1994-1998

EDUCATION AND DEVELOPMENT

Florida State University

Master of Science in Instructional Systems & Learning Technologies

Florida State University

Graduate, Entrepreneurship Boot Camp for Disabled Veterans

Kennesaw State University

Bachelor of Arts in Spanish

Southern Polytechnic State University

Specialized Coursework in Mechanical Engineering Technology

Professional Development

Dale Carnegie Training, Ritz Carlton Leadership Academy

Airborne School, Army Officer Candidate School and Field Artillery Officer Captain's Career Course