

## C3iTSM, LLC RESOURCES

### Chuck Rukstales – Managing Principal

#### Profile

Global program & product management and consulting experience that includes, Abbott Labs, AbbVie Inc., Alliant Energy, Allianz, Ameritech Information Services (AT&T), Baxter International, BMW AG, CAPGEMINI, CA Technologies, CenterPoint Energy, Charles Schwab, Comdisco Services, CVS Caremark, OGE Energy, SAP AG, S C Johnson & Son, Takeda Pharmaceuticals, Tata Consultancy Services, Visa International and Wells Fargo Bank.

Program management, project management and technical architecture experience with IT Service & Asset Management continuous process improvement, product implementation and cloud services to companies across a variety of industries.

Experience in product development, process & delivery experiences has included major transitions of global corporate environments that have enterprise ERP (SAP, Oracle), business analytics (BOBJ, Cognos), multiple service desks (ServiceNow, BMC/Remedy, HP/Peregrine, CA Technologies and Custom), knowledge management (SharePoint, Telelogic) tools and enterprise architecture integration (BEA, Tibco, Websphere MQ) components, along with offshore service delivery and application integration & development.

#### **Education**

Northwestern University, B.A.Sc. Economics, Chicago, Illinois

#### **Industry Experience**

Energy & Utilities, Financial Services, Pharmaceuticals, Telecom, Manufacturing and Global Software

#### **Technology Experience**

- ServiceNow Solution Partner (Service Automation, CMDB, Mobile Self Service, Vendor Management),
- SAP (SaaS, IaaS, ERP, CRM, Mobile Platform, HANA, BPC, SRM, GRC, RDS).
- Software as a Service-based mobile field service management (Click Software, TOA Technology).
- GRC (RSA Archer, SaaS Institute, ServiceNow), Business Analytics (BOBJ Services, Cognos).
- Customer Experience (SAP CRM, Siebel), Enterprise Asset Management (SAP, Ventyx, Maximo, Oracle).
- Multiple Service Desks implementations (ServiceNow, BMC/Remedy, HP/Peregrine, CA Technologies).
- Knowledge & Document Management tools (ServiceNow Automation, FileNet, SharePoint, Telelogic).
- Enterprise Architecture Integration (BEA, Tibco, Websphere MQ).

#### **Specialties**

- ✓ Business Transformation with SAP Business Suite and SAP Industry Solutions.
- ✓ Customer Engagement – Social, Mobile, Big Data and Business Intelligence.
- ✓ Innovation Days with senior (CxO) customer levels and Co-Innovation Networks.
- ✓ Service Management & Resource Optimization (Demand, Schedule, Dispatch, Field Services).
- ✓ Enterprise Asset Management, Disruption Management, Predictive Analytics & Maintenance.
- ✓ Software Development - Agile, Scrum and Lean Software Development.
- ✓ IT Service & Asset Lifecycle Management, Configuration Management and ITIL Maturity.
- ✓ Program Management, IT Effectiveness, LEAN IT and Process Optimization.
- ✓ Solution Architecture for Outsourced and Managed Services (On-Premise, Cloud, SaaS, PaaS).
- ✓ Enterprise Architecture Integration (CRM, ERP, Work & Asset Management, Mobility).
- ✓ Offshore service delivery (BPO/ITO) and Application Development & Maintenance (ADM).
- ✓ Governance, Risk and Compliance (GRC), COBIT for IT Governance.

#### **Certification**

ITIL V3 Foundation Certificate in IT Service Management

IAITAM - CHAMP Hardware Asset Management

IAITAM – CITAM IT Asset Management

#### **Community Affiliations**

Elected City Council Member (Alderman), City Finance Committee Chair, Board of Directors of the Lake County YMCA

**Citizenship:** US Citizen

C3iTSM, LLC.

### Chuck Rukstales Experience Chronology

#### **C3iTSM, LLC.**

**Role:** Managing Partner, Service Delivery Manager, Program Management

**Industry:** Energy & Utilities, Pharmaceutical, Life Science, Manufacturing and Financial Services

**Domain:** Governance Risk & Compliance (GRC), ITSM, ITAM, EAI and Asset Optimization Services

#### **Tata Consultancy Services (TCS)**

**Role:** Director Industry Solutions

**Industry:** Financial Services, Energy & Utilities

**Customer:** Allianz, Visa International, Devon Energy, Oklahoma Gas & Electric, CenterPoint Energy

#### **SAP America, Inc.**

**Role:** Business Transformation Principal Enterprise Architecture

**Industry:** Cross Industry Solution Architecture

**Domain:** SAP Business Transformation Services, Enterprise Architecture

#### **CAPGEMINI America**

**Role:** Senior Manager – Service Delivery Executive – Engagement size \$10M to \$50M

**Industry:** Financial Services, Energy, Utilities & Chemicals and Pharmaceutical in North America

**Domain:** Enterprise Architecture Integration, Managed Outsourced delivery teams from 5 to 200 people

#### **CA Technologies** (formerly Computer Associates)

**Role:** Vice President – Global Infrastructure - IT Service & Asset Management Practice and \$3B Software Portfolio

**Industry:** Financial Services, Pharmaceutical & Life Science, Public Sector, Utilities

**Customer:** 12 Referenceable Customers within 18 months. Services growth from \$10 to \$100M in 24 months

**Resource Ownership:** Sales, Managed and Built Practice teams from 32 directs to 150 virtual team

#### **VISA International** (Inovant Shared Services)

**Role:** Vice President Enterprise Architecture & PMO Office

**Industry:** Financial Services

**Project/Resource Ownership:** Enterprise Architecture team of 6-8 people, \$180M Application Development

#### **Comdisco Services** (Disaster Recovery, Leasing, Asset Services)

**Role:** Managing Principal West Region – Managing Services Revenue to \$150M

**Industry:** Energy & Utilities, Pharmaceutical, Life Science and Financial Services

**Customer/Resource Ownership:** Charles Schwab, Wells Fargo Bank, Managed Sales & Services 12-15 people

#### **PRC, Engineering Systems, Inc.** (\$1B Systems Integrator)

**Role:** GM/Program Director, Sales Management – Commercial Management Consulting Services

**Industry:** Federal, State & Local Government, Energy & Utilities

**Customer/Resource Ownership:** Managed Product, Sales, Support and Delivery teams from 25 to 150 resources.

#### **Ameritech Information Services**

**Role:** GM VP – Marketing, Product Development, Architect & Integration and Customer Care.

**Industry:** Financial Services, Energy & Utilities. Pharmaceutical & Life Science and Telecom

**Customer/Resource Ownership:** Managed Sales, Product Development, Support and Delivery 150 resources – P&L \$35M, Revenue Target \$120M first year.

#### **Abbott Laboratories**

**Role:** Manager Strategic Planning – Enterprise Architect & Integration and Customer Care.

**Industry:** Pharmaceutical & Life Science