FARAH ABAR

OFFICE OF THE CIO

CONTACT

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TECHNOLOGY PROFICIENCIES (CATEGORIES)

- IT Service Management & Collaboration
- Cybersecurity, Compliance & Risk Management
- ERP and CRM solutions
- Databases & Middleware
- Development & Testing
- Cloud & Infrastructure
- Enterprise & Business Systems
- Software Engineering & Web Technologies
- Version Control & Project Management

TECHNOLOGY PROFICIENCIES (TOOLS)

- BMC, ServiceNow (ITSM, CMDB), Microsoft Teams, SharePoint
- Carbon Black, Masergy (Comcast MSSP), Proofpoint, Netskope, NIST Framework, AuditBoard
- IFS, SAP, Dynamic365, Sage, Activewhere, Salesforce
- Oracle, DB2, WebSphere, MQ, Tivoli
- Eclipse, J2EE, Java, HP Quality Center, Unified Functional Testing
- Microsoft Azure, Linux, Virtualization
- POS (Point of Sale), Enterprise Data Warehouse, Data Lake/DataMart
- HTML, CSS, Agile, Scrum, SOA, SOAP
- Git, CVS, Jira

EXECUTIVE SUMMARY

Seasoned strategic technology, cybersecurity, and organizational executive with profit and loss accountability. Accountable and responsible for leading international transformation efforts, with on average, teams of 200+ individuals and project budgets exceeding $100M+. Consummate sales leadership excellence and expertise in negotiating multi-million-dollar contracts. Innovative leader utilizing the full power of Cloud Computing and AI to drive substantial YoY profit growth across Biopharmaceutical, Retail, and Natural Resources verticals. Intimately apprised of current architecture frameworks, software development methods, regulatory frameworks, and program governance practices.

EXPERIENCE

CONFIDENTIAL   2020 – PRESENT

Office of the CIO – Managing Global IT Director

- Accountable for Mergers and Acquisitions (M&A) across Europe through infrastructure and cybersecurity integration
- Achieved $10M value realization in M&A while collaborating with 60 total team members
- Increased cost savings across enterprise by $5M while increasing synergies and collaboration
- Led digital transformation and infrastructure rationalization, utilizing innovative cloud technologies and architectures
- Strategized and oversaw CIO IT Initiatives by establishing a global and regional IT Operating Model (ITOM)
- Developed Global Infrastructure Standards leading to reduction of IT environment complexity
- Managed business process re-engineering efforts to improve Quality of Service (QoS), and solution delivery effectivity
- Managed and maintained Global IT Capital fiscal planning and financials forecasts per SOX and GAAP
- Initiated and implemented global cybersecurity programs adhering to the National Institute Of Standards (NIST)
- Improved a premier water treatment company's security posture from partial to repeatable level
- Selected and institutionalized a Managed Security Service Provider (MSSP) for 24/7/365 monitoring, alerts, and threat hunts for over 50+ Lines of Business (LOBs) across 4 continents and 20+ countries.
- Led global deployment of ServiceNow capabilities, including Incident Management and Problem Management
- Implemented Change Management, and Service Catalog modules, for a user base of 16,000 employees

Walgreens   2017-2020

IT Director - Enterprise IT Service Management and Technical Operation

- Led 40 person Microsoft IT Service Management modernization program across WalgreensBootAlliance (WBA)
- Principal lead working with Microsoft to implement 25 Modern Service Management (MSM) optimizing technologies, processes, and structures
- Developed and deployed organizational change management processes and procedures across enterprise
- Led transformation of traditional IT processes to modern IT Service Management high performing processes
- Integrated vendor engagement model across enterprise to reduce Mean-To-To-Restore (MTTR) by 30%
- Enhanced vendor engagement model to increase efficiency 20-30%, driving operational savings
- Applied automation and orchestration to service requests to increase value flow by 20%
- Increased self-service adoption by 50% and knowledge sharing throughout enterprise by 63%
- Designed and deployed centralized real-time service dashboard providing service health insights and correlations.
- Led production operation team of 157 offshore members who provided 24x7 support for over 30 critical services
- Accountable for managing operations of 2 Data Centers supporting 10,000 retail Walgreens stores

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PROFESSIONAL DEVELOPMENT & EDUCATION

- DePaul University
  - Bachelor of Computer Science
- Franklin Covey Emerging Leaders Program

CERTIFICATIONS & ACCREDITATIONS

- ITILV3 Foundation in Service Management
- Six Sigma Greenbelt
- Application Development Strategy
- ITILV3 Continual Service Improvement
- Fundamentals of Finance and Accounting for Non-Financial Managers
- IT Leadership Strategies

- Responsible for 99.98% uptime of all global 10,000 Walgreens Pharmacies and Retail Point of Sales (POS)
- Optimized infrastructure performance and reliability, resulting in improved service quality and reduced downtime
- Utilized modern cloud services to replace legacy and underperforming on-prem practices,
- Collaborated with Microsoft to implement Cloud strategy development and deployment to move

Nielsen 2016-2017
Director of Operations - North America Retailer Engagement Leader

- Led Nielsen retail measurement services projects across major retail accounts including Coke and Whole Foods Market
- Generated high quality technical services delivery across key retails accounts including Walmart and Meijer
- Managed $2M+ complex retail programs for Wegmans and Sobeys across both domestic and international markets
- Increased operational efficiency of onboarding retail and manufacturing clients by 60%
- Achieved 25% improved quality and reliability of product offerings through implementing proactive governance
- Improved product quality and reliability by 25% through proactive governance, and enhanced data validation
- Implemented process standardization, continuous monitoring, leading to high accuracy and dependable insights
- Developed and deployed comprehensive organizational change readiness and change management program
- Managed retail predictive analytic image recognition, and proactive monitoring
- Achieved 35% data quality accuracy gains through implementation of event enrichments and digitization
- Led consolidation of internal operations to gain productivity and efficiency
- Served as primary liaison for all retail clients regarding data origins, accuracy, transformations, and forecasts
- Managed workstream of 10 data scientists to ensure accurate data reporting and reliable forecasts
- Worked in concert with the pre-sales and sales delivery teams in preparing and presenting data insights to leadership
- Spearheaded solution delivery with North American retailers and manufacturers to reduce product and services risk

Walgreens PRE 2006-2016
IT Senior Manager

- Managed and delivered a $300+ million robust retail Point of Sale (POS) transformation across 10,000 stores
- Spearheaded technical development and deployments supporting 100,000 retail POSs across all retail channels
- Led IBM vendor team to support over $160 million sales per day across 2.452M+ daily transactions
- Over 90% of Walgreens store transactions now use the rewards program (implemented all across)
- Led the conversion of New York based Duane Reade Store systems into Walgreens' ecosystem
- Converted 256 Duane Reade stores two months ahead of schedule and achieving a budget surplus of $5.5M
- Led cybersecurity efforts to upgrade stores to the latest RSA cybersecurity software to ensure consumer protection
- Selected and implemented the company's first enterprise-wide automated test tools, saving over $10m+ per annum
- Streamlined department governance processes by prioritizing projects and vendor negotiation achieving $2M+ savings
- Directed retail store delivery with annual $10+ million budget, 200 engineers and 100 services staff members
- Managed and forecasted service demand to ensure Tata Consulting Services consistently exceeded requirements