

# ERIC DERASPE, MBA, PMP, CSSBB, ITIL v3

1 Strasbourg Lane  
Vaughan, ON L4H 2X2

Mobile: 416.209.9730  
career@deraspe.com

ca.linkedin.com/in/ericderaspe  
twitter.com/ericderaspe

## SUMMARY

Results-oriented, innovative, and committed leader with extensive experience in leading teams, improving processes, developing IT strategies, and managing key strategic projects for Fortune 500 companies. Demonstrated excellence in developing teams within challenging, fast-paced environments. Recognized expert across technology and operation functions in designing and delivering key technology and process solutions.

Core skills and areas of expertise include:

- Process improvement (lean six sigma)
- System Development Life Cycle (SDLC)
- Program / Project Management
- Design of Project Portfolio Management and PMO processes
- IT strategy and service management
- Business intelligence and data analytics
- Cost and benefit analysis
- Financial analysis and transformation

## PROFESSIONAL EXPERIENCE

**CA TECHNOLOGIES**, Toronto, ON

**2009 – 2011**

Previously Computer Associates, one of the world's largest IT management software companies.

**Director**, Premium Support and Value Analysis

Managed team of accomplished customer success managers (advocates for clients during issue escalations) and customer success architects (software rationalization and strategic architecture) in-covering post sales experience of clients spanning across Canada and all CA products. Key clients included: TD Bank, RBC, CIBC, BMO, Scotiabank, Manulife, Sun Life, Desjardins, CRA, PWGSC, Loblaw's, RIM, Power Corp, Government of Quebec, Government of Ontario, Rogers, and Bell.

- Ensured clients were able to extract maximum value from CA software by guiding them with IT architecture roadmap (including Cloud computing).
- Increased sales of Premium support by 187% in first year by partnering with account managers, and focusing on attaching premium support deals to new software sales and software license renewals.
- Innovated with process and reporting improvements that were rolled out globally (ITIL architectural mapping, quotation process, salesforce.com chatter best practices, daily reporting, software implementation monitoring, etc.) saving 1 FTE across all functions.
- Improved the issue management and communication processes and implemented new performance metrics reducing number of critical issues greater than 60 days across all key accounts by 50%.

**AMPLIO CONSULTANTS LLC**, Dallas, TX

**2008 – 2009**

Privately-held management and technology consulting firm.

**President**

Delivered complex business changes and technology priorities.

- Advised a CIO on improving performance of his PMO and increasing capabilities to meet strategic needs. Coached the PMO director for better conflict resolution with her peers.
- Enhanced sales process, tools and product positioning immediately allowing a client to support 10 sales consultants and gain 2 large customers.
- Performed vendor assessment and led RFP process resulting in successful bid by innovative company previously unknown by client.

**DIAMOND MANAGEMENT & TECHNOLOGY CONSULTANTS (now PwC)**, Dallas/New York **2000 – 2008**  
 Diamond Management & Technology Consultants was a firm focused on solving strategic issues at intersection of business and technology for Fortune 500 clients. PwC completed acquisition in Nov. 2010.

### Principal

Advised senior executives on complex business and technology issues. Managed teams and projects spanning strategy, process improvement, design, planning and execution. Led the payment vertical. Administered finances (invoices, payments, contracts, and DSO reporting) for all projects at firm's largest client account. Clients including Goldman Sachs, MasterCard, American Express, FDC, Western Union and Cigna.

- Developed and delivered training programs on business intelligence and financial management to consultants. Coached consultants on an on-going basis improving client interactions skills.
- Designed financial administration processes and business intelligence for a portfolio of 430 (\$45MM) critical projects in capital market operations that increased control, improved efficiency and scalability and resulted in saving 29 operations FTE.
- Improved processes and implemented tools to manage procure-to-pay controls and business intelligence. Categorized \$1.2B of operating expenses which allowed for precise cost-cutting measures.
- Achieved operations efficiency savings of \$13M, an average of 1-year payback, through management of portfolio of key small improvement projects for a payment client.
- Developed new vendor risk assessment process that exceeded requirements for SEC audit.
- Saved \$20M of project spend by eliminating redundancies and de-prioritizing unnecessary improvements.
- Designed and implemented new Project Portfolio Management processes, organization, and tools for a payment client that resulted in a solid pipeline of \$1B in NPV.
- Generated close to \$5M in additional revenues by optimizing capacity, developing new project management methods and toolkit, and training project managers in order to reduce time to market.
- Saved \$20M in insurance claims-processing with solid business case supporting key technology solution and business rule redesign.
- Led M&A process improvements and implementation of several modules of ERP system that improved business scalability and streamlined financial and staffing processes for the combined companies.

### ADDITIONAL PROFESSIONAL EXPERIENCE

**DELOITTE CONSULTING LLP**, Dallas, TX  
**Summer Associate** (internship during MBA)

### BOMBARDIER AEROSPACE

**Sales Engineer, Project Manager, Business Analyst**, FlexJet, Inc., Dallas, TX

**Sales Engineer**, Canadair, Inc., Montréal, QC

### EDUCATION AND PROFESSIONAL DEVELOPMENT

- **MBA**, Finance and Operations, McCombs School of Business, University of Texas at Austin, TX
  - Recipient, Alvin and Helene Eicoff Endowed Presidential Scholarship
  - President, Graduate Consulting Group
- **BEng**, Mechanical Engineering, Aerospace Minor, École Polytechnique de Montréal, QC
- Certification, Project Management Professional (**PMP**)
- Certified Six Sigma Black Belt (**CSSBB**) – including training in Lean Concept and Tools
- Certification, **ITIL v3**

### ADDITIONAL INFORMATION

- Member, Project Management Institute (PMI)
- Member, American Society for Quality (ASQ)
- Coach, Youth Woodbridge Soccer Club
- Dual-Citizenship USA and Canada
- Fluent in both English and French