



# Tony Fugere

## Technology Services Practice Lead

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## OBJECTIVE

Apply my faith in Jesus, two decades as a technology specialist and five years of technology leadership experience in a missional organization that is focused on growing His kingdom.

## PERSONALITY

Primary Type

Amiable

*Team Player, Patient, Well-Balanced, Diplomatic, Calm*

Secondary Type

Expressive

*Social Specialist, Charismatic, Persuasive*

## SKILLS

Leadership Skills

- Program Governance
- Acquisition Execution
- Process Design
- Agile SDLC Project Mgmt
- SecOps & IT GRC
- IT Financial Mgmt
- Center of Excellence
- User Experience
- DevOps
- IT Operations Mgmt
- Talent Mgmt
- Org Change Mgmt
- IT Service Mgmt
- Systems Automation
- CMDB & IT Asset Mgmt

Technology Knowledge

- Cloud Tech
- ServiceNow
- Chef
- Azure
- Confluence
- Microsoft Teams
- On-Premise Tech
- Salesforce.com
- Puppet
- GSuite
- Microsoft O365
- Microsoft SharePoint
- Web Conferencing
- Workday
- AWS
- Jira
- MS Office Suite

## EXPERIENCE

Apr 2016 - Present

East Lead, ServiceNow Practice

*Accenture*

**Acquisition transition leadership** of Cloud Sherpas to Accenture

Enterprise consulting organization **leadership driving practice vision and strategy**

Management of **sales bookings, practice revenue and profitability**

Conduct **cost analysis and management efforts** internally and for clients to **maximize value of IT programs**

Drive development of **CIO, Director and VP level relationships**

Management of **continual service and process improvement activities** with global team

Use of **metrics, KPIs and analytics** to evaluate team and program **performance**

Jan 2013 - Mar 2016

Service Delivery Manager

*Cloud Sherpas*

**Acquisition transition leadership** of Navigis to Cloud Sherpas

Enterprise consulting organization **leadership driving practice vision and strategy**

Manage and report on contract performance and **portfolio EBITDA**

Provide ServiceNow software implementation consulting and training to **clients around the world**

Ensure **highest level of success and customer satisfaction**

Provide **strategy and guidance** to existing clients ensuring **maximized growth** of the client and services portfolio

**Manage delivery teams** assigned to engagements for clients in my portfolio

May 2002 - Jan 2013

Technology Specialist

*Various Employers: See LinkedIn Profile for more*

## EDUCATION

Sep 1999 - Dec 2004

North Carolina State University

*B.S. Computer Science*