



Tony Fugere

Technology Services Practice Lead

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Print

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.

BIO

I was born in Ohio and moved to Matthews, NC in 1988 when my father took a job in management consulting in Charlotte. I was not raised to understand the importance of a relationship with Jesus Christ and became an adult as an agnostic. I moved to New Mexico in 2005 after graduating North Carolina State University with a BS in Computer Science. I have been working in the technology field in various capacities. God (unbeknownst to me) intentionally led me to my wife, Tamara, in 2007 and after our marriage in 2009, I begin to realize there was something missing in my soul. She was a believer prior to our meeting. Her family, though, (and one of my co-workers) began pouring Jesus's love and the gospel into me throughout this time. In 2011, I accepted Jesus Christ into my heart, made a public confession in early 2012 and was baptized by my brother-in-law in July 2013. Tamara and I dove head first into strengthening our faith, love for God and each other and serving in the churches in which we attended. We have spent time participating and volunteering with kids programs, Sunday school classes, life groups, discipleship groups and more recently missions. Tamara and I have two kids, Bella and Remy. We love travel and camping in our RV while visiting neat places. Recently, we have shifted to a full-time RV life and plan to use our time on the road discipling our children and working as fully-funded missions advocates for Live Global. As we travel, we will seek connectivity with local churches, organizations and people interested in learning how to partner with Live Global. I also enjoy photography, backpacking, the mountains and motorcycles (but don't ride anymore). We have a strong heart for serving and doing it in the way Jesus calls us to serve.

PERSONALITY

Primary Type

Amiable

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

Secondary Type

Expressive

Social Specialist, Charismatic, Persuasive

**MISSIONAL
ACTIVITY**
Nov 2021 - Present

Missions Advocate
Live Global

Oct 2018 - Present	Advisor, Technology & Treasury Deacon <i>City Light Church Matthews</i>
Oct 2018 - Aug 2021	Elder & Preaching Pastor <i>City Light Church Matthews</i>
Mar 2018 - Jun 2018	Church Outreach <i>Midwood Baptist</i>
Jan 2018 - Oct 2018	Discipleship Growth/Training <i>First Baptist Matthews</i>
Mar 2018 - Mar 2019	Packing Volunteer <i>Servants With a Heart</i>
Jan 2013 - Dec 2014	Food Service Volunteer <i>Church on the Street</i>

EXPERIENCE

Aug 2022 - Present	ServiceNow Global Managed Services Practice Lead <i>Thirdera</i> Definition and development of the managed service program Management of sales bookings, practice revenue and profitability Ensure highest level of success and customer satisfaction Provide strategy and guidance to existing clients ensuring maximized growth of the managed services portfolio Management of continual service and process improvement activities with global team
Apr 2016 - July 2022	ServiceNow Practice South Lead <i>Accenture</i> 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 <i>Cloud Sherpas</i> 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

SKILLS

Leadership Skills

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

Technology Knowledge

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