



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.

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 and most recently the technology practice lead where I manage a team of 11. I am responsible for ensuring highest quality services for our clients from my direct reports and colleagues. 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 their 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 spend 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 (). For fun, we love travel and camping in our travel trailer while visiting neat places. I also enjoy photography, backpacking, the mountains and motorcycles (but don't ride anymore). I 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

Oct 2018 - Present

Operations & Outreach Director, Elder & Preaching Pastor
Global Mission Church Charlotte

Mar 2018 - Present

Website Design & Build
Embrace Ministries

Mar 2018 - Jun 2018

Church Outreach
Midwood Baptist

Jan 2018 - Present

Discipleship Growth/Training
First Baptist Matthews

Mar 2018 - Present

Packing Volunteer
Servants With a Heart

Jan 2013 - Dec 2014

Food Service Volunteer
Church on the Street

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

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