

# STEVEN E. COLLETT

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## EXECUTIVE IT OPERATIONS AND SERVICE MANAGEMENT LEADER

Transformational technology executive with an extensive record elevating operational resiliency, modernizing ITSM capabilities, and stabilizing complex global environments across financial services, media, and Fortune 100 enterprises. Recognized for leading large-scale consolidations, strengthening governance and risk posture, and building high performing organizations that deliver measurable improvements in reliability, efficiency, and service quality. A trusted partner to CIOs, CTOs, and business executives who is known for disciplined execution, data driven decision making, and the ability to bring order, clarity, and momentum to mission critical operations.

## CORE COMPETENCIES

IT Service Operations Leadership | ServiceNow Strategy and Transformation | Operational Resiliency | IT Service Management (including Incident, Problem, Change Management) | Enterprise Risk & Regulatory Alignment | Organizational Leadership | Vendor and Contract Negotiation | KPI/KRI Frameworks | AI Ops Integration | Major Incident Command | Change and Release Governance | Portfolio and Program Execution | Data Driven Operational Excellence

## TECHNICAL SKILLS

ITSM - Incident/Problem/Change/Release Management, Information Technology Infrastructure Library (ITIL), SAFe Agile, ServiceNow, xMatters, Observability, AI Ops, Atlassian Jira, Monitoring & Alerting Systems Management, Automation & Orchestration, Key Performance Indicator (KPI)/Key Risk Indicator (KRI) Dashboards and Reporting, Root Cause Analysis

## PROFESSIONAL EXPERIENCE

**LPL Financial**, Fort Mill, SC

**May 2025 - March 2026**

### **VP II, Head of IT Service Operations**

Led 24x7x365 Incident Management, Problem Management, and Enterprise Batch Operations teams supporting operational resiliency, platform stability, integrated shared services, and mission critical money movement, managing 5 direct reports with a 40-person blended workforce, and an \$8M+ operating budget.

- Achieved a 52% Year over Year (YoY) reduction in Mean Time to Resolve (MTTR) by modernizing Major Incident Management with next generation escalation logic, automation, and AI driven correlation.
- Served as IT Service Management (ITSM) workstream lead for LPL's enterprise stability initiative, procuring operational resources, strengthening operational resiliency, governance, and service reliability.
- Improved batch operations stability with an 80% YoY incident reduction through enhanced monitoring, governance, and service owner accountability.
- Elevated Problem Management maturity through data science, improved reporting, granular categorization, domain aligned ownership, and strengthening service level agreements (SLAs) for service rendered.
- Strengthened Infrastructure Shared Services governance and secured funding for continuity, scalability, and compliance, while partnering with engineering teams to implement next generation hybrid on prem/cloud scheduling and ingestion tooling.

**Wells Fargo**, Charlotte, NC

**February 2023 - May 2025**

### **Executive Director, Product Management**

Directed enterprise delivery and governance of ServiceNow Strategic Portfolio Management (SPM), ensuring alignment with technology, risk, audit, and change management standards.

- Delivered the ServiceNow SPM Minimum Viable Product (MVP) into production (2024), leading Request for Proposal (RFP)/Statement of Work (SOW) development, partnering with procurement during vendor negotiations, and cross functional execution.
- Owned and executed an 18-month SPM product roadmap, delivering capabilities that prioritize business capabilities, strengthened enterprise risk posture, and provided portfolio transparency.
- Built a new Agile software development team to support ServiceNow Strategic Portfolio management and established SAFe Agile delivery best practices, after conducting over 30 technical resource interviews.
- Served as technical liaison to Cards & Merchant Services and Consumer Lending during SPM product discovery sessions and onboarding.

**Truist Financial, Charlotte, NC**

**April 2021 - October 2022**

**Group Guild Director, Service Management Office**

Reported directly to the CTO and led the Service Management Office during one of the largest ITSM consolidations in U.S. banking across 8 departments with a blended staff of over 550 teammates, delivering disciplined financial stewardship reducing budget spend YoY from 2021 to 2022.

- Unified two heritage ServiceNow platforms, along with their disparate heritage practices, optimizing licensing, eliminating redundancies, and securing expanded capabilities.
- Transformed the Enterprise Service Desk by modernizing the support model, implementing 24x7x365 support, incorporating chatbot capabilities, and renegotiating vendor terms to reduce hold times ~98%, from 2 hours to under 2 minutes.
- Established enterprise ITSM governance, maturity roadmaps, and KPI/KRI reporting to satisfy requirements for all 3 lines of risk and to drive continual process improvements.
- Increased CMDB data/Discovery accuracy from 70% to over 96% by ingesting additional 3<sup>rd</sup> party tool data and strengthening validation processes.

**BNY Mellon, New York, NY**

**December 2019 - March 2021**

**VP, Service Management, Process Assurance and Improvement**

Individual contributor role in IT Service Management responsible for establishing Business Line Governance across global Change Management functions to improve Change and Release effectiveness across the enterprise.

- Established Business Line Governance across global Change Management functions to ensure Change and Release effectiveness across the enterprise and within each of the delivery business towers.
- Built unified KPI/KRI reporting, performance reviews, and risk dashboards to strengthen enterprise Change Management discipline through metric analysis and continuous improvement.
- Designed and built an automated ServiceNow Change Risk Calculator to better define assigned technology risk, beyond the traditional ServiceNow change survey.

**Barclays, Whippany, NJ**

**February 2018 - November 2019**

**Change Manager and Service Recovery Manager, Technology Command Centre**

Served as a lead within the Technology Command Centre, owning global Change Management air traffic control operations and ensuring governance, risk mitigation, and operational stability across a complex, multi-national technology estate.

- Played a key role in launching the U.S. Technology Command Centre, including onboarding, training, and operationalizing critical staff to support global command, control, and recovery functions.
- Reengineered Change Management practices by enhancing ATC/CAB forums, improving change quality, reducing avoidable incidents, and aligning workflows to industry best practices for impact assessment, scheduling, and conflict detection.
- Established and enforced Business Line Change Governance, strengthening adherence to risk tiering, CAB rigor, implementation planning standards, and regulatory expectations across global technology teams.

**NBCUniversal, Englewood Cliffs, NJ**

**October 2012 - December 2017**

**Director, Service Operations**

Directed global 24x7 Service Operations of 25 teammates, including Incident, Problem, and Change Management, supporting 65K+ users across media and entertainment within annual budget allocations.

- Modernized Major Incident Management with xMatters/ServiceNow integration that improved outage scenario and engagement processes to reduce MTTR.
- Enhanced Change Management with automated CMDB refresh processes for 2,000+ services and applications to satisfy data management and SOX Compliance requirements.
- Engineered and integrated Problem Management with enterprise RCA workflows and systemic remediation algorithms for problem identification, reporting, and resolution.

**EDUCATION & CERTIFICATIONS**

Diploma Technology Support, The Chubb Institute, Jersey City, NJ

Coursework Business Administration, Accounting, Montclair State University, Upper Montclair, NJ

ITIL v3 / ITIL v4 Foundation Certification

SAFe Agile Product Owner/Product Manager (POPM) 6.0 Certification