

## MICHAEL A. NISIOTIS

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### SENIOR PROGRAM AND PROCESS MANAGEMENT LEADER

Senior Project and Process Manager with over 20 years of experience in leading complex cross-enterprise transformation initiatives for Fortune 500 companies to support new product and service launches, cost reduction and efficiency improvements, mergers and acquisitions, operations, and delivery of systems and applications across a variety of industries. Conceptualized and managed full lifecycle programs ranging from \$750,000 to over \$2 billion in budgeting with teams sizes of 7-100+ people.

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### PROFESSIONAL EXPERIENCE

**MICHAEL ANTHONY & ASSOCIATES – National Practice** **2002 - Present**  
**Founder and Managing Director – Management Consulting**

Project/program management, process improvement, and organizational effectiveness consulting to Fortune 500 clients to include AT&T, Verizon, PWC, CenturyLink, Comcast, Microsoft, Sprint, Telecom Italia, Warner Music Group, and others.

- Led implementation of outcomes-based project management operating model to provide value added capability and flexibility for demand and to enforce alignment of project objectives to the business strategy for a global education service provider. Assisted core governance team to drive PMO implementation, transition and migration towards an agile culture. Provided enhancements to the product delivery platform tool to support hybrid environment for project intake, capacity optimization, financial management, resource management, communication and reporting, and knowledge transfer.
- Orchestrated and led the planning, design, and requirements of a MLM company with multiple operations centers to a single North American work center in order to manage and fulfill a variety of products and services through redefining the organizational structure, process re-engineering an automation of key tasks, and optimizing the customer's experience. Resulted in net benefit of over \$7 million.
- Established an EPMO for the repositioning of a satellite company to launch a wholesale wireless division, managed the restructuring and replacement of the organization's key senior staff, and defining organizational structure to align with strategy and business imperatives. Implemented a product development lifecycle process for new initiatives that was vendor leverage focused, designed an enterprise governance and steering committee processes to manage a \$2 billion budget for new initiatives, and maintained the plan of record.
- Project Manager supporting the implementation and management of a PMO during the spin-off of a company to launch a \$28 million Mobile Virtual Network Operator (MVNO) service involving 9 internal and 5 external organizations, with 4 call centers and 30 retail outlets for pilot launch.
- Created PMO, developed deal transaction lifecycle processes and managed M&A activity worth over \$500 million for a CEO of a life insurance holding company to include both stock purchase agreements and treaties. Worked with COO to develop playbook supporting the integration of back-off functions with the BPO.
- Project managed the design, development, and implementation of a Work Center Process Optimization initiative supporting 9 order and provisioning centers and identifying cost avoidance and revenue uplift opportunities of over \$8.2 million.
- Managed executive level team in identifying sources of revenue to close a \$32 million budget gap, validating business assumptions, working with team to develop business cases, developing roadmaps and action plans for initiatives, and establishing a PMO to manage and monitor the progress.

**MARSH USA – New York, NY** **2007 – 2008**  
**Vice President/Project Manager – North America Insurance Operations**

Develop PMO capabilities while managing strategic business initiatives for Marsh's North America operations.

- Oversight responsibility for the development of PMO methodologies, governance processes, and the implementation of a communications standard to support global strategic initiatives.
- Initiated a strategic account service model on a global scale through process definition and a project framework identifying 'end-to-end' vision and an enterprise risk assessment of the model.
- Successfully managed the development and implementation of an Operations Reporting Portal for North America operations.

**IDEA INTEGRATION - National Practice****2000 – 2002****Practice Leader – Communications and High Tech Industry**

Develop, support, and grow the communications and high-tech industry vertical through business development, proposal development, business planning, resource procurement, development of market solutions, implementing best practice methods, pre-sales support, project managing service delivery and quality assurance for business solutions supporting Fortune 1000 clients. Matrix managed 4–20 people. Contributed to solution sales in excess of \$7 million.

- Managed the creation of a phased strategic and tactical operations plan for a communications company that increased revenue through billing assessments and improve their credit and collections management processes.
- Led project team in the design, development and implementation of a start-up entertainment company to support sales, marketing, service delivery and fulfillment processes. Project valued at \$5 million.
- Reduced requirements phase by 40% for the consolidation of three front-end sales processes of a print media company through the use of JRP / JAD methodologies.

**ACCENTURE - Florham Park, NJ****1998 – 2000****Senior Manager / Engagement Manager, Communications and High-Tech**

Directed and managed the business and operational support functions and systems application market offer to Fortune 100 companies. Led teams in aligning corporate initiatives with process and technical capabilities to achieve objectives. Responsible for managing BSS / OSS vendor relationships and facilitating SLAs between client and vendor. Matrix managed 5 – 30 people. Contributed to solution sales in excess of \$6.25 million.

- Engagement Manager for local service market re-entry in a UNE-P environment. Initiated business process improvements and system enhancements resulting in reduced provisioning intervals from 2-4 weeks to 3 days, improved billing accuracy and timeliness from 85% to 96%, reduced average monthly call-in rates from 1.4 calls to .5 calls per customer and improved average hold time by 25%.
- Led revenue assurance project that established a revenue assurance organization, defined business processes and technological enhancements, implemented organizational processes and identified over \$8 million in revenue leakage for a national communications company.
- Directed the alignment of business imperatives with operational and technology capabilities that reduced service order errors by 98%, increased sales rep revenues per hour by 84% and reduced bill cycle time from 25 hours to 6 hours for an international telecommunications service provider.

**AT&T / Sales and Marketing Operations - New York, NY****1990 – 1998**

Multiple roles in several internal organizations with increasing level of responsibilities performing business analyses and leading many high profile programs and projects to improve existing business processes and launch new products and services for both consumer and business services. Functional areas of responsibility included:

Core areas of focus included Marketing Operations, Financial Management, New Product Development, Customer Sales & Service, Process Improvement, and Billing Operations.

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**EDUCATION**

B.A., Finance, Catholic University of America, Washington, DC  
 M.A., Organizational Management, University of Phoenix, Phoenix, AZ  
 Advanced Masters Certificate Lean Six Sigma Methodologies, Villanova University, Villanova, PA

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**CERTIFICATIONS AND LICENSES**

- Project Management Professional (PMP) – Project Management Institute
- Certified Scrum Master (CSM) – Scrum Alliance
- Certified Lean Six Sigma Master Black Belt (CLSSMBB) – AT&T and Villanova University
- Investment Adviser/Representative (Series 65)
- NJ Insurance Licenses for Life, Accident/ Health, Property, and Casualty