Holly E. Frantz

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**Strategic IT Business Leader**

Accomplished, goal-oriented and creative IT executive with a proven track record guiding sizable cross-functional IT and business teams in the design and implementation of emerging technologies. Understands the big picture and how to drive the business and technology forward. Talent for consulting and launching programs supporting business intelligent applications. Collaborative, driven problem-solver with a strong work ethic and extensive executive management and leadership experience. Believes in relationship building to form partnerships with business operations to deliver effective outcomes. Expert communicator, negotiator, and businessperson; able to build consensus across multiple organizational levels.

**Areas of Expertise**

* Experience in building the digital to business pathway to increase business value for Energy and EPC
* Uses business acumen to drive service delivery, technical performance, and continuous improvement for both emerging and core technologies
* Technology roadmap development, risk analysis, and planning for FEEDs, LNG, Mining, and Petrochemical projects
* Cyber security program planning and development
* Strategy and transition for integrations, divestitures, and M&A projects
* IT demand management and project delivery
* Financial forecasts, contract management, and capital budget development
* External partner and vendor management
* Team building, motivation, and facilitation skills
* Executive presentation and communication skills

**Career Experience**

Baker Hughes

**Senior Director – Digital Technology** 04/2020 to Present

Created three new critical programs designed to bring order and clarity to chaos. Built the **Enterprise Vulnerability Management** cyber security program to reduce Baker Hughes’ risk by identifying and remediating vulnerabilities, reducing technical debt, and mitigating risk. Created the ITIL **Critical Incident Management** practice for the timely identification, resolution, and communication of critical application and infrastructure issues (systems down). Introduced **Problem Management** to the enterprise, implementing the Root Cause Analysis (RCA) process and documents to follow ITIL and Six Sigma methodologies. For all programs and projects, oversaw buildout of SLAs / KPIs, tools, reports, escalations, risk acceptance, stakeholder agreement, and governance oversight. Interact regularly with senior leaders.

* Significantly reduced company risk by removing 1.5 million past SLA security vulnerabilities in 12 months.
* Prepared risk reports for the company Board.
* Reduced number of critical incident “false positives” by 50%
* Reduced major incident response time from two hours to 15 minutes.
* Reduced average RCA time from 45 days to 8 days.
* Implemented RCA action item tracking and escalation process with 90% success rate.

JGC America - Houston, TX

**Chief Information Officer (CIO)** 10/2016 to 03/2020

As department head, used understanding of industry trends to deliver technical business strategy and roadmaps, as well as relationship management between IT and the business. Served as a member of the JGC Senior Business Management Committee. Conceptualized and executed innovation and technical strategies and projects for business leaders and stakeholders, including enterprise applications, networks, facilities, and cyber security. Accountable for technical project support for Engineering, Procurement, and Construction (EPC) projects for LNG and petrochemical refineries. Oversaw company data security, data management, integrity, confidentiality, and availability. Responsible for enterprise architecture and technical asset management, including selection, contract negotiations and licensing, financial data, variance analysis and reporting.

* Championed the transformation of an IT startup department to a high-performing enterprise-level technical service team supporting cross-functional business units within the EPC Oil and Gas segment.
* Spearheaded the implementation of a new SmartPlant Enterprise Cloud systems development forecasted to generate a 300% ROI and enhanced productivity of 45% within 12 months. Critical system for contract fulfillment, JV, and project data sharing.
* Evaluated and prepared a new ERP (JD Edwards E1) system to facilitate a 100% ROI in 2.6 years.
* Implement a data security program including upgrading to AI-based security platform, rolling out end user security training, writing security procedures and policies, and engaging consultants to cover security incident response.
* Successfully re-engineered business continuity plans through the execution of a hybrid multi-cloud deployment with Microsoft Azure and private cloud hosting to improve availability and reduce data center footprint.
* Reviewed contract documents for technology requirements, identified risks, then created budgets and timelines.
* Responsible for audits and regulatory compliance.
* Additional Projects: WAN redesign, circuit upgrades, Wi-Fi upgrade, software rationalization, Microsoft EA contract, Microsoft Teams rollout, cloud data migration, cloud telephony system rollout.

Bechtel Corporation - Houston, TX

**IS&T Global Service Transition Director**  09/2014 to 10/2016

Used strong organizational skills and passion for improvements to create and manage an effective global IT Service Transition group. The group drove enterprise applications and cybersecurity products into the production environment in a way that ensured vision alignment and delivery with defined objectives and standards. Served as a Subject Matter Expert (SME) and mentor on technical change management best practices and IT strategy with an analytical focus. Relationship management for business and end users in technical meetings. Coordinated quality assurance and user testing. Analyzed team performance and customer needs to verify go-live readiness. Backed up PMO Director as needed. Responsible for IT and business communications.

* Reduced go-live issues by 25%.
* Designed, developed, and facilitated both technical and end user training programs.
* On-boarded JV partners and new acquisitions to Bechtel systems.

Bechtel Corporation - Houston, TX

**IS&T Global Deployed Operations Director** 05/2012 to 09/2014

Oversaw the performance and delivery of IT operations across North and South America including infrastructure and security functions for internal users, JV partners, and clients. Supported engineering and operations for multiple project teams and sites for FEEDS, LNG terminals, liquefaction facilities, refineries, and mines. Provided leadership to a cross-functional team of 70+ staff and two data centers. Responsible for resource management, project, and time management, as well as developing and administering a $50M budget. Cultivated inter-office engagement and influence, collaboration, and knowledge sharing between global teams.

* Drove successful IT security remediation project across enterprise and end user systems.
* Developed technical and operational plans to support JV and client shared workspaces, hosted client networks, data hosting, and technical support.
* Effectively developed and revised business continuity and security risk management strategies for the region aligning the organization with ISO 27001 standards.

Sogeti USA LLC, Houston, TX

**Software Project Manager Consultant at Transocean Offshore** 03/2011 to 05/2012

Provided strategic direction and project management of a $MM .Net Oil and Gas Agile SCRUM software development activities across the Software Development Lifecycle (SDLC) managing and acting as a coach and mentor to a dynamic team of 15 developers. Oversaw the business process review, requirements gathering, and documentation. Developed and administered a $5M budget and development estimates. Consulting experience included coordination and management of project schedules and development releases.

* Salvaged a failing project by building consensus, resolving outstanding issues and refocusing the team to meet the original go-live date.
* Developed business requirements and data migration plan for offshore rig operations of an acquisition.

LyondellBasell Industries, Houston, TX

**Global Service Desk Manager** 09/2009 to 03/2011

Managed global Tier I IT support functions across 19 countries, 20K users, and six languages. Accountable for overseeing operations and financial management activities for internal and outsourced functions. Oversaw operational compliance with SOX and ISO 9001 standards as well as performance metrics (KPIs/SLAs).

* Enhanced first-call resolution rate by 15%.
* Effectively outsourced Tier I support services supporting 35K users for three regions within three months.
* Navigated strategic teams through periods of acquisitions, growth, and bankruptcy while simultaneously expanding application portfolio by 668 within 18 months.

**Program Manager, Mergers and Synergies PMO** 05/2008 to 09/2009

Led key team of project managers and technical analysts to review, rationalize, standardize, and implement both complex and simple applications to support business mergers and acquisitions in a manufacturing environment. Worked with outsourcing vendors and other third-parties to retire or transition software licenses. Trained in PMP and Stage Gate project methodologies.

* Defined and developed project scope, business requirements, budgets, project plans, and use cases
* Reworked application rationalization process to decrease review and decision time by 40%
* Reduced the amount of software in the enterprise environment by over 50%
* Captured and reported savings of $3MM annually
* Developed communication and change management strategies for senior management, end users, and internal IT groups

**Earlier Business Leadership Experience**

Getronics, Inc. (now CompuCom)

**Global Transition Program Manager** 01/2006 to 07/2007

Implemented and managed external transition/integration projects from beginning to end for Service Desk & deskside support, Network Operations Center (NOC), Data Centers. Moved services and transactions from insourced to outsourced support, as well as between outsourcing companies.

**Additional Experience (09/1999 to 05/2008)**

**LyondellBasell Industries:** Business Solutions Consultant

**Getronics, Inc (now CompuCom):** Global Transition Program Manager / Cisco Systems Global Program Manager (Hungary) / Information Systems and Reporting Manager / Operations Manager (UK, Mexico) / Network Support Team Manager / Senior Network Escalation Engineer / Networking Support Specialist

**Education**

**Master of Science in Information Technology** - Southern New Hampshire University, Manchester, NH

**Bachelor of Arts in Political Science** - University of Houston, Houston, TX

**Certifications**

Six Sigma Green Belt ▪ ITIL Foundation V3 ▪ GIAC Strategic Planning, Policy, and Leadership (GSTRT #507)

**Technical Proficiencies**

MS Office 365 ▪ Visio ▪ Excel ▪ MS Project & Planner ▪ SharePoint ▪ TCP/IP Networking ▪ SQL ▪ Java ▪ .NET ▪ SAP ▪ SDLC

**Awards**

Getronics Premier Performer of the Year, 2005 ▪ Getronics Customer First Award, 2002 ▪ Identified High Potential Employee at Bechtel (2014), JGC America (2017), and Baker Hughes (2022)

**Professional & Volunteer Affiliations**

ISACA ▪ Society for Information Management (SIM) ▪ Founding member of Impact100 Houston ▪

ProMazo 100k Mentor Challenge