

## DENISE COSGROVE BASSETT

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### SUMMARY

Twenty-five years of experience in providing information technology management services to Fortune 500 companies by defining technology requirements to support business processes and designing solutions; Disaster Recovery and Business Continuity Planning; expert witness for IT-related litigation; developing and marketing telecommunications and managing telecommunications services for a \$500 million academic medical center.

### PROFESSIONAL EXPERIENCE

#### **EXECUTIVE VICE PRESIDENT Cosgrove Consulting Group**

**1996 to Present**

Provide independent consulting services in the areas of information technology management, project management, Disaster Recovery and Business Continuity Planning and product development for networking and telecommunications solutions.

Participated in engagements at these client companies:

- American Express Company - Managed site migrations to a new Global Wide Area data network with a scope of 1,700 sites. Managed global implementations in Infrastructure Security Engineering including: Data Leakage Prevention, Cisco's host-based intrusion prevention security solution, McAfee's ePolicy Orchestrator and Policy Auditor solutions. Managed CISO's Security Awareness Training Program delivered to 90,000 employees and vendors in 9 languages. Supported the Regulatory & Compliance team in several US Federal regulatory and international audits. As a member of the Global Business Continuity Planning governance team, co-managed global projects including: the Business Impact Analysis, the annual Crisis Awareness Preparedness Week, the Executive BCP Test and the annual BCP Conference.
- Wells Fargo Bank - Managed three concurrent telecommunications optimization projects. Identified nearly \$1.4M in ongoing annual expense reductions. Project scope included voice telecommunications circuits in approximately 200 bank locations in 13 states.
- Charles Schwab & Co., Inc. - Participated in the IT Disaster Recovery planning program. Project scope included the development of a project plan to build out Schwab's vendor provided cold-site in the event of a disaster.
- USAA - Participated in business continuity planning project as part of an 121.3M IT Business Continuity Program. Project scope includes the recovery of the company's entire network capability, supporting the Home Office Campus's 11,000 employees and all remote US and European locations.
- Unisys Corporation - Participated as a member of a product development team to create a Telecommunications Services offering. Project scope included business case preparation, forming strategic partnerships with network services providers, defining the customer service organization, recruiting and providing sales support.
- Qwest - Participated in development of a new Managed Services offering: an IT outsource comprised of voice, data, desktop and professional services solutions from Qwest and other leading high-technology partners. Provided project management to a Qwest Strategic Account team in support of their large banking client's ongoing merger activities.
- Amkor Electronics - Developed and provided PMO support to a strategic project to select and implement an Enterprise Resource Planning (ERP) system at this \$2 billion semi-conductor company.

#### **MANAGER, TELECOMMUNICATIONS SERVICES Northwestern Memorial Hospital**

**1994 to 1996  
Chicago, Illinois**

- Managed the hospital's outsourced telecommunications environment and resolved daily operational issues.
- Managed planning activities, including business justification and organizational planning, for transitioning the hospital from outsourced telecommunications services to internally sourced services.
- Managed the planning and development of telecommunications technology and infrastructure requirements for the hospital's new 2 million square foot facility.
- Provided consultation to departmental management on the use of telecommunications technologies to increase employee productivity and manage telecommunications costs.
  - Provided technology management expertise to special projects such as major department relocations and industry benchmarking studies.

- Developed and implemented standards/policies and training programs for utilizing telecommunications technology hospital-wide.
- Managed departmental operating and capital budgets totaling \$4.4 million.

**SENIOR NETWORK CONSULTANT**  
**Comdisco Professional Services**

**1992 to 1994**  
**Chicago, Illinois**

- Managed disaster recovery planning projects, specifically for voice and data network areas, of U.S. and Canadian clients. Typical engagements included: risk/business impact analysis; network recovery strategy and recovery plan development, and recovery plan maintenance program development.
- Conducted network single-points-of-failure reviews that included hardware and software components, network facilities and physical environmental systems.
- Identified network consulting opportunities within existing client accounts. Defined project scopes, objectives and work programs. Developed and presented consulting proposals to client management.

**MANAGER, NETWORK SOLUTIONS**  
**Accenture (formerly Andersen Consulting)**

**1989 to 1992**  
**Chicago, Illinois**

- Managed consulting engagements in the areas of voice processing systems design and implementation, voice and data systems integration, voice and data wide area network analysis, high-spot strategic reviews, and network organizational studies.
- Provided project management: established project control and status reporting procedures, supervised consulting and client resources, developed and maintained project budgets, and presented major project deliverables to client management.
- Identified new consulting opportunities and coordinated proposal development efforts. Defined project scopes, objectives and work programs. Developed and presented proposals to client management.
- Developed new client relationships with a Fortune 10 company and state government that resulted in combined consulting revenues of \$650,000.
- Developed internal training programs on enhanced voice processing technologies.

**PROJECT MANAGER**  
**EDS Corporation**

**1985 to 1989**  
**Los Angeles, California**

Conducted consulting projects for Fortune 1000 clients that included strategic technology reviews, voice processing systems design and implementation, network analysis, design and implementation; and promoted promoted professional and leasing services to Western Region-based accounts.

- Performed cost/benefit analyses for existing versus replacement systems. Oversaw bidders conferences and evaluated system proposals for all major telephone system and voice mail manufacturers.
- Conducted vendor contract negotiations and managed vendor implementations.
- Analyzed billing information to identify voice network traffic patterns and costs. Applied traffic-engineering concepts to optimize network designs.
- Applied knowledge of major network service provider tariffs to generate cost reduction recommendations for client enterprise networks.
- Managed implementation of network recommendations on behalf of clients.

**EDUCATION**

Bachelor of Arts  
University of California at Los Angeles