

# LINA TERMANINI

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## **Professional Summary:**

Worked with clients to tackle challenges in performance, technology, risk and compliance:

- **IT Advisory:** extensive experience in program management, Program Management Office (PMO), IT strategy & roadmap planning, product selection and evaluation, change management, and outsourcing.
- **Risk Management & Compliance:** extensive experience in risk management assessment, regulatory/ standards compliance (COSO, CobIT, SOX, ISO 27002) assessment and remediation, security and business continuity planning reviews.
- **Audit:** significant experience in performing audit and attestation (SAS70), and verifying the adequacy of internal controls (SOX).
- **Forensic & Investigation:** experienced in implementing internal controls to prevent fraud, reconstructing account records, verifying the reliability and accuracy of reported data, and providing evidence to support commercial dispute cases.

## **Work Experience:**

### *7/08 to Present*    **Alvarez & Marsal, Dubai, UAE - Director**

- Served as an operational performance improvement senior advisor for Avaya Global Connect (Avaya Subsidiary in India) a leading IP telephony, unified communications and contact center integrator. Assessed Call Centre, Regional Support Services, and Professional Services workload and utilization and identified opportunities to improve operational performance and reduce cost. Review the bidding and project tracking processes and identified opportunities to enhance revenues and to improve project governance.
- **Business Development:** responsibility included: generating qualified leads, increase brand awareness, publishing articles in magazines and newspapers, bringing new customers, articulating the business value to prospective clients, and developing commercial and technical proposals.

### *8/07 to 5/08*    **Injazat (JV with EDS / HP), Abu Dhabi, UAE – Program Director**

- Interim Program Director for a \$200M Information Technology Outsourcing (ITO) contract with the municipality to provide IT-managed services and

assume full responsibility for IT Services and operations. Responsibilities included: 1) reconciling Auto-Discovery reported electronic inventory of IT hardware and software assets with contracts, functional processes and owners; 2) management of PMO office; 3) management oversight of transformation projects (standardizing of applications and hardware, network upgrade, and hardware and software refresh).

- Performed audit reviews to identify strengths and weakness of existing IT Systems for the Municipality and Department of Civil Services. Used international standard frameworks (CobIT, ITIL, ISO 2700-series) during the assessment. Identified gaps and remediation solutions. Identified improvement to existing IT processes, procedures, roles and responsibilities.

*3/05 to 4/07*      **Atos Origin / HP, Manama, Bahrain – VP of Operations**

- Turnaround Management of high profile distressed projects. As part of the recovery process: managed client relationships and expectations; ensured alignment with business needs; controlled costs; optimized resources allocation; managed risks; and applied best project governance practices.
- Supported a Management Buy-out (MBO) of the organization. Activities included: Business Plan development, operational performance evaluation and remediation; data room set-up; and management of operational due diligence requests.
- Practice Leader for the consulting services. Worked closely with the CEO and Sales & Marketing to define service offering and project opportunities. Managed staff development, recruitment and resource allocation. P&L responsibility and service delivery oversight.

*1/02 To 2/05*      **PRICEWATERHOUSECOOPERS (PWC), New York, NY – Senior Manager**

- Managed Sarbanes Oxley Reviews for large Financial Institutions: Goldman Sachs, Freddie Mac, Sallie Mae, Odssye RE, and Everest RE. Led a team of consultants on assignments in performing reviews of internal controls (IT, AR, AP, Cash, and Entity). Assessed both the design and operational effectiveness of internal controls using established governance framework (COSO, COBIT and ISO 2700-series).
- Supported a 3 years Financial Restatement resulting from improper revenue recognition. Activities included: 1) re-constructing the accounting records to support the re-statement efforts; 2) validating & testing some of the material transactions; 3) reviewing the design of prevention and detections controls to manage fraud risks; testing the operational effectiveness of fraud risk mitigation and detection controls post

implementation. Used ACL tool to verify the reliability, accuracy and integrity of the data.

- Assessed Business Continuity and Disaster Recovery Capability of Comerica. Reviewed bank Business Continuity plans, recovery sourcing strategy, workspace recovery plans, policies and procedures and compare them to industry best practices.
- Managed IT Security Risk Assessment Reviews for N.Y. Federal Home Loan Bank and Aventis. Activities included: review internal controls including policies and procedures, identify gaps, and report findings.
- Program management of an IT Strategy for McGraw-Hill. Activities included: 1) business case development; 2) business and technical requirements identification; 3) Development of Roadmap for implementation; 4) Product selection and evaluation; 5) Proof of concept development.

***9/98 To 11/01* KPMG CONSULTING, New York, NY – Senior Manager**

- Assisted KPMG Forensic Dispute Advisory team in providing expert witness evidence in a commercial dispute case involving a financial services company and a software vendor. Activities included researching history of vendor and analyzing project documents and contract terms. The findings helped provide evidence that the vendor violated terms of the contract by failing to delivery the contracted products and services.
- Interim Management position as Director of Engineering for CertCo, a risk management/IT Security solution provider. Responsibilities included managing the product development process from concept to launch. Developed a business plan and the supporting strategies that describe the business opportunities, key resource requirements, timelines, and market positioning.
- Program Management of IT Security initiatives for Visa, Chevron and Cisco. Initiatives were focused on the design and implementation of security solutions to address requirements for authentication, authorization and products/services entitlements.
- Program Management of an Enterprise Content Management (ECM) initiative for the United Nations Development Program. Vignette Content Management system was used to support the creation and global delivery of dynamic content.

**10/95 To 9/98 CONNECTICUT HOSPITAL ASSOCIATION, Wallingford, CT - Director**

- Provided project management and IT consulting services to affiliated hospitals in the areas of strategic planning, policies and procedures review, security audit and HIPAA regulatory compliance review.
- Assisted with the optimization of a statewide data repository that contained inpatient, hospital-based ambulatory surgery, and emergency department data. Using data mining and linking techniques, information products and services were delivered to hospitals to help them gauge their operational performance; assess their financial health, track their utilization and charges compare their overall operational performance against peers.

**6/83 To 10/95 ROCKWELL INTERNATIONAL, Seal Beach, CA – Program Manager**

- Technical Program Management for a \$17million National Technology Re-Investment Project (TRP) that aimed at defining standards for the exchange of medical data. Responsible for initiating, negotiating and managing the effort.
- Program Management for Air Force initiatives aimed at planning, capturing and managing technical data throughout the life cycle aircraft systems.
- Program Management responsible for the implementation and support of an Enterprise Requirement Planning System (ERP) for the B-1B aircraft.

**6/77 to 6/83 STANDARD OIL OF CALIFORNIA, San Francisco, CA – IT Lead**

- Several technical and supervisory positions. Projects are in the areas of Market Analysis, Product Distribution, and Inventory Control Systems.
- Responsible for the development of a Decision Support System (DSS) for Chevron Marketing. The system offered Management and Comparative Analysis Reports showing the company market penetration and sales.

**Industry Experience:**

Cross-industry Experience: Financial Services, High-tech, Media, Healthcare, Pharmaceutical, Aerospace, Petrochemical, Government/Public Services and Legal.

**Technology Experience:**

ERP Systems, Oracle, SQL Server, LDAP Directory Services, Netegrity SiteMinder (Single Sign-on), Oblix, Public Key Infrastructure (PKI), Biometrics, Vignette Connect Management System, Programming (HTML, XML, Java, SQL, PL/ I, scripting), and ACL Data Analytics, MS-Office, NT, Unix, Mainframe.

**Education & Languages:**

Education: B.S. Business Administration from California State University; completed MBA requirements.

Languages: English, French and Arabic.

Excellent oral and written skills.

**Publications:**

“Time for a Turnaround” published by Gulf Business May 2009.

“Work your Capital” published by Gulf Business, July 2009.

“Bankruptcy Laws Untested” published by Emirates Business 24x7, Sep 2009.

**Contact Details:**

Tel +971-50-125-9272 (UAE)

+1-503-626-2074 (USA)

E-mail [ltermanini@hotmail.com](mailto:ltermanini@hotmail.com)