

EXECUTIVE RESUMÉ

Kellie J. Teller

Technology Executive

Strategy · Cybersecurity · Transformation

MBA · MS Computer Science
CGEIT · CRISC · CISSP · CISM · AAISM
Microsoft AI Transformation Leader

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EXECUTIVE PROFILE

Technology operations executive with 25+ years leading enterprise infrastructure, cloud operations, IT service management, and operational transformation across distributed, highly regulated environments. Proven success modernizing data center and end-user platforms, improving reliability, strengthening disaster recovery, reducing operating costs, and aligning technology investments with business priorities. Combines executive governance credentials with deep infrastructure engineering experience and a track record of building high-performing teams that transform IT from a support function into a trusted business partner.

AREAS OF EXECUTIVE AUTHORITY

Infrastructure Strategy & Cloud Operations: Leading enterprise cloud, network, data center, virtualization, and end-user computing environments to improve scalability, resilience, security, and cost efficiency.

IT Service Management (ITSM) & Support: Directing service desk operations and ITIL-aligned incident, problem, and change management to improve responsiveness, accountability, SLA performance, and employee experience.

Operational Resilience: Establishing high-availability, disaster recovery, backup, and business continuity capabilities that protect mission-critical operations and reduce recovery timelines.

Vendor & Financial Management: Managing infrastructure, hardware, software, telecom, cloud, and professional-services investments while improving vendor performance and reducing unnecessary external costs.

Organizational Leadership & Modernization: Building and developing geographically distributed engineering teams, standardizing operations, and introducing automation to eliminate manual bottlenecks and improve service quality.

TECHNOLOGY & OPERATIONAL EXPERTISE

Infrastructure & Cloud: Cloud Platforms • Data Center Operations • Network Engineering • End-User Computing • VMware Virtualization • High-Availability Clustering • Backup and Disaster Recovery • Containerization

Service Management & Security: ITIL-Aligned Incident, Problem, & Change Management • Service Desk Operations • IAM • NIST 800-53 • ISO 27001 • SOC 2 • Vulnerability & Incident Management • Infrastructure Automation

Strategy & Financial Management: Enterprise Architecture • Technology Roadmaps • IT Portfolio Management • Vendor Governance • Budget Optimization • Capital Planning • AI-Enabled Automation

STRATEGIC ACHIEVEMENTS

Reliability & Resilience: Increased service availability to 99.99% and reduced disaster recovery timelines by more than 60% through virtualization, platform standardization, Active Directory modernization, and proactive monitoring.

Cost-Efficient Infrastructure Standardization: Standardized a heterogeneous fleet of more than 100 workstations across a dozen distributed locations for under \$6K, while securing long-term Microsoft Software Assurance agreements that eliminated future enterprise upgrade costs.

Capital Efficiency & Strategic Sourcing: Generated more than \$500K in immediate capital efficiency through strategic sourcing, infrastructure standardization, and enterprise software contract optimization.

Operational Acceleration: Reduced infrastructure deployment timelines by approximately 75% through standardized clustering, repeatable engineering practices, and automated deployment processes.

Governance Efficiency: Reduced annual external audit costs by approximately 60% by aligning regulatory requirements, operational priorities, and assessment schedules.

Resource Optimization: Reduced external consulting dependency by 97%, from more than 200 hours per month to approximately five, by building sustainable internal capabilities.

Talent Development: Built and developed technical organizations that achieved 100% staff certification while strengthening accountability, craftsmanship, and continuous improvement.

ENTERPRISE DOMAIN EXPERIENCE

Financial Services & Capital Markets • Banking & Insurance • Federal and State Government • Manufacturing • Energy • Telecommunications • Higher Education • Nonprofit and Mission-Driven Organizations • Professional Services • Managed Services

PROFESSIONAL LEADERSHIP EXPERIENCE

Executive Technology Leadership | 2005–2010

Director of Information Technology & Security — RECAP, Inc.

Transformed a fragmented nonprofit into a standardized multi-site enterprise supporting corporate offices and distributed service locations. Owned infrastructure, networks, security, hardware lifecycle management, end-user support, disaster recovery, vendor relationships, and technology budgeting. Reduced external consulting dependency by 97%, centralized data and enterprise applications, and established repeatable operational and governance practices that supported continued organizational growth.

Systems Manager / Department Head — Mount Saint Mary College

Directed multi-campus infrastructure, end-user computing, technical support, and service-center operations. Standardized identity, endpoint, deployment, and security practices across academic and administrative environments. Improved service delivery through automated software deployment, hardened system images, centralized policy management, proactive incident resolution, and staff development that resulted in 100% engineer certification.

Enterprise Operations & Transformation | 2011–Present

Cloud Platform System Owner / ISSM — CGI Federal

Hold primary accountability for the security posture, compliance maturity, change risk, and operational stability of a high-availability federal cloud platform. Lead cross-functional engineering, security, audit, and vendor activities involving continuous monitoring, vulnerability management, backup and recovery, significant changes, access governance, and NIST 800-53 Rev. 4 and Rev. 5 compliance. Sustained eight consecutive authorization renewals while improving audit performance and reducing assessment costs.

Regional Service Delivery Manager — CGI Technologies & Solutions

Directed geographically distributed, cross-functional engineering teams supporting SLA-driven infrastructure operations for large enterprise clients. Owned resource planning, service delivery, incident and change management, operational performance, and escalation response. Eliminated unplanned outages, reduced disaster recovery timelines by more than 60%, and improved infrastructure consistency through platform standardization and proactive monitoring.

Senior Infrastructure Transformation Consultant — IBM Global Services

Led enterprise infrastructure migration, data center modernization, platform deployment, and operational transition initiatives for Fortune 500 organizations. Designed and implemented standardized server, virtualization, clustering, security-hardening, and deployment practices that reduced implementation timelines by approximately 75% and improved platform stability across globally distributed delivery environments.

ENTERPRISE AI ASSESSMENT & MODERNIZATION PLATFORM

Independent Executive Research Initiative

Designing an AI-supported platform that evaluates enterprise technology environments, identifies security and modernization gaps, models investment scenarios, and produces executive-ready roadmaps using optimization algorithms, governance frameworks, and cloud-native architecture.

EDUCATION

State University of New York

M.S., Computer Science — AI and Cybersecurity Focus

M.B.A., Business Administration

B.S., Finance | B.S., International Business

CREDENTIALS & TECHNICAL FOUNDATION

Governance, Risk & Security:

ISC² CISSP | ISACA CISM | ISACA CGEIT | ISACA CRISC | ISACA AAISM

Artificial Intelligence (AI) Leadership:

Microsoft Certified AI Transformation Leader

Technical Infrastructure:

Microsoft MCITP-EA | VMware VCP-DCV | Cisco CCNA | AWS Certified Cloud Practitioner