

JOSEPH ARNOLD

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Product strategist and global technology leader with a track record of aligning technology investments, vendor strategy, and infrastructure transformation with enterprise business goals. Experienced in financial modeling, lifecycle governance, product strategy, WAN-edge architecture, contract optimization, and executive decision support across global environments supporting 300,000+ users, 600+ offices, and services across 130+ countries. Current doctoral student in Business with a focus on Information Systems, bringing a research-driven perspective to technology strategy, organizational performance, and data-informed leadership.

Key Strengths:

Product Strategy | Global Technology Leadership | Financial Modeling | Data Analysis | Vendor & Contract Management | Lifecycle Governance | Risk Reduction | Executive Reporting | Cost Optimization | WAN-Edge Strategy | Product-as-a-Service Models | Cross-Functional Leadership | Coaching & Team Development

Executive Highlights

- Led global product, network, and infrastructure transformation initiatives supporting 600+ offices, 300,000+ users, and services across 130+ countries.
 - Established governance and lifecycle frameworks for hardware/software assets, improving inventory visibility, risk oversight, financial control, and executive decision-making.
 - Delivered multimillion-dollar cost reduction through contract optimization, service rationalization, vendor analysis, and financial governance.
 - Advanced WAN-edge, SD-WAN, and global network architecture strategies that reduced hardware dependency, improved performance, and strengthened operational resilience.
 - Developed chargeback, product-as-a-service, KPI, and reporting models to improve cost transparency, portfolio visibility, and business unit accountability.
 - Built and led distributed global teams across the Americas, APAC, and EMEIA, improving support models, service delivery, and cross-functional execution.
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Professional Experience

Associate Director, Ernst & Young | Secaucus, NJ | 01/2023 – Present

Product Strategy & Global Infrastructure Transformation | Jan. 2023 – Jun. 2025

- Translated product usage and operational data into strategic insights, influencing product direction and improving performance and adoption
- Developed analytical models to evaluate features, pricing strategies, and end-user behavior, directly shaping roadmap prioritization
- Partnered with engineering, product, and business leaders to identify performance gaps and drive data-informed product decisions
- Designed and executed A/B testing frameworks to validate product enhancements and quantify business impact
- Defined and tracked KPIs to monitor product health, enabling real-time, data-driven decision-making at the leadership level
- Identified revenue leakage and operational inefficiencies through deep analysis, contributing to cost optimization and measurable P&L impact
- Established and led a cross-functional governance board to manage hardware and software lifecycle risk, improving asset visibility and supporting scalable product delivery

Global Product Management, Cost Optimization | Jan. 2023 – Jun. 2025

- Led global product and network initiatives, driving multimillion-dollar cost reduction through contract optimization and service rationalization
- Directed a global migration of GOLR infrastructure across multiple countries, reducing hardware footprint and improving end-user performance
- Analyzed complex financial and contractual data to identify cost-saving opportunities and optimize vendor/service selection
- Introduced improved evaluation frameworks for projects and services, enhancing decision quality and cost avoidance

Americas WAN Services Lead, IBM | Sandy Springs, GA | 10/2020 – 01/2023

- Led a distributed WAN engineering team across the United States and Poland, overseeing SD-WAN, Cisco infrastructure, internet edge, Nexus, and Riverbed optimization technologies
- Managed WAN-edge support operations for 100+ offices across the Americas, ensuring service continuity, operational stability, and timely escalation support
- Developed regional support models across APAC and EMEIA, expanding operational coverage to 600+ global offices and improving global support efficiency
- Directed budget planning, project prioritization, and technology roadmaps aligned to enterprise client needs and next-generation network strategy
- Provided tier-four technical leadership for complex WAN-edge issues impacting enterprise business operations

- Developed inventory, chargeback, and cost-allocation models to improve financial transparency and accountability across business units
- Designed and implemented product-as-a-service models for internal technology chargebacks, streamlining financial governance and cross-functional decision-making

Assistant Director, Ernst & Young | Secaucus, NJ | 06/2015 – 09/2020

- Led global WAN-edge service strategy and infrastructure development supporting 300,000+ users across 130+ countries
- Owned global infrastructure tools and service platforms for WAN-edge operations, lifecycle management, reporting, and performance visibility
- Developed new operational tools and capabilities that improved service transparency, governance, and data-driven decision-making across global technology teams
- Created infrastructure and cloud-centric roadmaps to modernize global service delivery and support next-generation network capabilities
- Built business cases and executive investment justifications to secure funding for technology initiatives and service enhancements
- Managed governance, P&L planning, SLA development, security analysis, and vulnerability testing for global WAN-edge services
- Developed operational and investment strategy for a \$5M annual budget, aligning spend with service priorities, risk reduction, and business value
- Served as technical design lead for global WAN-edge service development, guiding architecture, standards, and implementation strategy
- Led global, cross-functional teams and mentored employees across formal and informal reporting lines

Senior Network Architect, Intuit | Westlake Village, CA | 06/1999 – 06/2015

- Progressed from systems administration into senior network architecture, building deep expertise across enterprise infrastructure, network design, implementation, and operational support
- Led design, evaluation, proof-of-concept, and deployment of large-scale network architectures supporting global business operations
- Directed infrastructure modernization initiatives that improved network reliability, scalability, performance, and security across enterprise environments
- Partnered with technology, security, operations, and business teams to integrate network solutions into complex global IT environments
- Provided senior technical leadership for architecture design, troubleshooting, performance optimization, and operational resilience
- Led vendor and service provider evaluations to assess technology capabilities, improve service quality, and support cost-effective infrastructure decisions
- Developed architecture standards, technical documentation, and operational procedures to improve governance, consistency, and supportability
- Mentored junior engineers and technical staff, strengthening technical capability and promoting continuous improvement

Earlier Service

United States Army National Guard & Inactive Ready Reserve

Education, Certification & Professional Development

Doctor of Philosophy in Business Administration, Information Systems

Kennesaw State University | Doctoral Student

Master of Business Administration

Kennesaw State University | 2023

Bachelor of Science in Sociology, Magna Cum Laude

Kennesaw State University | 2019

Certification: ITIL Certified

Professional Development: Leadership Training | Teaching with Charisma Training

Board & Professional Involvement

Member, Residential HOA | 2008–2018

Director of Membership, AFCOM | 2008

Secretary, Smart Growth Gwinnett | 2007

TAG Member | 2023