



# TROY BALDWIN

## Senior Director Service Experience and Portfolio Management

### Professional Summary

Consulting specialist with over 30 years of experience leading several large client engagements focused on quality and process improvement which resulted in actionable and measurable solutions. With the use of tools and methodologies such as IT Infrastructure Library (ITIL) and Six Sigma, multiple client improvement projects have seen direct financial benefit.

Services Portfolio Leader focused on managing and optimizing Compucom's suite of services to ensure they align with business goals and deliver value. Manages a team who launches high-impact services, optimizing performance, and guiding cross-functional teams to deliver measurable business value.

Expertise in Experience Management designing and executing strategies that elevate employee engagement, satisfaction, and retention. Proven ability to align workplace culture with business goals through innovative programs, feedback systems, and cross-functional collaboration.

**Specialties:** Communication skills in both verbal presentation and technical writing, leading projects, workshops and teams with a focus on process improvement and technology design.

### Core Competencies

- Portfolio/Product Management
- Process Improvement
- ITIL/ITSM
- Persona Modeling

### Professional Experience

**Compucom Systems, Inc.** • 27 years 7 months

*Senior Director Service Experience and Portfolio Management* • August 2023 – Present

*Product Management Director* • April 2021 – August 2023

- Responsible for defining and planning the strategic direction of Digital Workplace services including Digital Support, Experience Management, and Persona Offerings in CompuCom's portfolio.

*Managing Principal Consultant* • January 1998 – April 2021

- Lead and delivered Persona Management engagements to our customers, defining and enabling improvements to enhance their overall employee experience, ensure efficiencies, and improve productivity. Additionally, lead ITIL focused process improvement engagements aligning to Six Sigma methodologies.



**Siemens Nixdorf** • March 1990 – January 1997  
*Systems Analyst*

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**NCR Corporation** • June 1986 – March 1990  
*Systems Analyst*

## Education

- Purdue University, BS Computer Science (1982-1986)

## Certifications

- ITIL Expert in IT Service Management
- ISO/IEC 20000:2005 Internal Auditor – ISO/IEC
- ITIL® Intermediate Certificate in IT Operational Support and Analysis
- ITIL® Intermediate Certificate in IT Planning, Protection and Optimization
- ITIL® Intermediate Certificate in IT Service Offerings and Agreements
- ITIL® Certificate in Managing Across the Lifecycle (MALC)
- Six Sigma Green Belt