

DAN GRACE JOINS SKILLSTORM AS EVP, OPERATIONAL SERVICES



Expands division to tie tools to ROI for customers

Charlotte, N.C., 2016-Nov-15 — /EPR Network/ — Dan Grace has joined SkillStorm, an international technology services company, as Executive Vice President of the Operational Services Division (OSD). He is responsible for setting the strategic direction of the OSD including service management, monitoring and availability. His experience includes integrating processes and emerging technologies, operational oversight, project execution and tool integration across platforms including ServiceNow, Remedy, Maximo and Service Manager.



In joining SkillStorm, Grace expands the Solutions division to incorporate a services and operations management practice. In this role, he is responsible for strategy, implementation and quality delivery of SkillStorm's operational services across all customers. SkillStorm's OSD offers a lean, solutions-oriented model powered by SkillStorm's Cloud Workforce Solutions (CWS) platform. CWS is a proven alternative solution to OffShore and NearShore sourcing which provides highly skilled technology and operations based resources across the globe.

"Our core clients in the banking and financial services sectors are working to achieve organic growth while dealing with ever-increasing challenges, from regulation and compliance to information security concerns," says Paul Moura, SkillStorm's President. "Operational efficiency, driven by effectively implementing today's service management tools, provides a path that allows clients to deal with those challenges and achieve overall organizational goals while maintaining high service level expectations. Dan's experience

puts SkillStorm in the unique position to provide expert guidance to our clients in these areas.”

“Service management tools and processes are the foundation for managing the quality of IT and business services. Their impact drives the overall success of any company, enterprise wide,” says Grace. “I’m honored and excited to join SkillStorm as part of the executive leadership team. My goal is to contribute to the continued success of the SkillStorm brand, achieving our company’s vision and exceeding customer expectations.”

Grace has served more than 23 years in managed and operational services executive leadership roles for companies including Allstate Insurance, eBay’s PayPal division and Bank of America. He holds multiple patents and patent applications in automation, monitoring, integration, knowledge management and more. Grace holds a Bachelor of Science from the University of South Florida and will be based in SkillStorm’s Tempe, Arizona, office.

About SkillStorm

SkillStorm rapidly builds and deploys IT & Operations teams with critical skills in client facilities or in one of our U.S.-based delivery centers. Founded in 2002, SkillStorm specializes in providing services on the leading edge of technology. SkillStorm teams are tasked with executing high-impact projects such as developing applications in agile environments, building mobile apps, harnessing “Big Data’s” potential and strengthening information security efforts for Fortune 1000 and fast-growing tech companies.

SkillStorm is headquartered in Fort Lauderdale, Florida and has offices nationwide: Tempe, Arizona; San Diego and Westlake Village, California; Jacksonville, Florida; Atlanta, Georgia; Chicago, Illinois; Indianapolis, Indiana; New York, New York; Charlotte, North Carolina; Cleveland, Ohio; Pittsburgh, Pennsylvania; McKinney and Plano, Texas; and Richmond, Virginia. Learn more at www.skillstorm.com.



For more information, contact

Andi Zitney
AZitney@SkillStorm.com
480.428.8309

~~~~~

Press release distributed via EPR Network (<http://express-press-release.net/submit-press-release.php>)