

Henry (Ted) Reilly

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SUMMARY

Data-focused IT analyst with deep experience ensuring data accuracy, consistency, and trust across enterprise systems. Skilled in cross-system reconciliation, metadata identification, identity lifecycle governance, and process standardization. Adept at partnering with HRIS, IAM, cybersecurity, and ITSM teams to resolve data quality issues, define standards, and implement sustainable controls. Passionate about building reliable data ecosystems that support compliance, analytics, and operational excellence.

CORE COMPETENCIES

- Data Quality Management
- Data Standards & Definitions
- Cross-System Reconciliation
- Identity Lifecycle Governance
- Root Cause Analysis
- Process Design & Optimization
- Data Issue Management
- ITSM & Request Fulfillment
- Stakeholder Collaboration

PROFESSIONAL EXPERIENCE

Senior IT Leader – ITSM, Data Quality & Identity Operations

Blue Cross Blue Shield MA/ Haemonetics/ DentaQuest *Boston, MA*

- Ensured accuracy and consistency of employee, identity, and access data across Workday, Active Directory, ISAM, ServiceNow, FM Software, and SaaS systems (e.g. Webex, Concur, ServiceNow, Cactus)
- Led enterprise-wide reconciliation efforts to resolve discrepancies, identify upstream data issues, and enforce ownership with system owners.
- Partnered with HRIS, IAM, ITSM and Real Estate teams to validate data feeds, correct lineage breaks, and implement sustainable controls.
- Built governance-aligned workflows for onboarding, offboarding, and access provisioning, reducing data defects and manual corrections.
- Created repeatable processes for data validation, exception handling, and audit readiness.

- Managed teams across multiple states and international locations, fostering a culture of accuracy, accountability, and continuous improvement.

SELECTED ACHIEVEMENTS

- Reduced identity data inconsistencies by tracing root causes across five enterprise systems.
- Designed standardized request fulfillment workflows that improved data completeness and reduced cycle time.
- Advocated for and implemented stewardship practices long before formal governance structures existed.

TECHNICAL SKILLS

- **ITSM Platforms:** ServiceNow, IBM Maximo, Altiris
- **IAM Tools:** IBM ISAM, Oracle IAM, ADUC
- **Collaboration:** Teams, SharePoint
- **Reporting & Analytics:** Excel, Power BI, ServiceNow Reporting
- **Scripting & Automation:** PowerShell, VBA, SQL, Excel formulas, CMD
- **Compliance/Standards:** HIPPA, ISO 9001

EDUCATION/CERTIFICATIONS

- Bachelor of Arts, Hobart College, Geneva, NY
- ITIL 4 Foundation
- Lean Six Sigma Yellow Belt
- Agile Methodologies
- Network+