

JOHN MANGANIELLO

Vice President — Managed Services, Support Services & Project Management Office

CONTACT

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INDUSTRY

Banking & Financial Services Technology
Managed Services • Support Services • Project Delivery

CORE COMPETENCIES

- Managed Services Leadership
- Support Desk Operations
- Project Management Office (PMO)
- Professional Services Delivery
- IT Operations & Infrastructure
- Information Security & Business Continuity
- Treasury & Branch Technology
- Vendor Management
- Contracting, Pricing & Cost Models
- P&L and Revenue Forecasting
- Customer Success & SLA Management
- Process Improvement (PMI/PMP Standards)
- Team Building, Training & Knowledge Management

EDUCATION

- Master's Certificate, Applied Project Management — Villanova University (2013)
- Certificate, Contract Management: Purchasing, Procurement/Acquisitions and Contracts Management — Harvard University, HarvardX (2015)
- Honors Certificate, Computer Science and Programming — Massachusetts Institute of Technology, MITx (2013)
- Certificate, Gamification — Wharton School, University of Pennsylvania, via Coursera (2013)
- Certification, MoniSafe 400A Teller Cash Recycler — Nautilus Hyosung (2014)

HONORS

Received several honors and awards from previous companies, including:

- Benco Dental
- Citizens Bank
- Benchmark Technology Group

EXECUTIVE SUMMARY

Technology services executive with more than two decades in banking and financial-services technology, including 20 years at Benchmark Technology Group, where he rose from Systems Engineer to Vice President and now leads Managed Services, Support Services, and the Project Management Office concurrently. Built and runs a support organization holding 99%–100% customer satisfaction with consistent SLA achievement; a PMO that has delivered hundreds of projects with zero failures and fewer than 2% showing cost overages; and professional services teams that win contracts against firms hundreds to thousands of times larger. Deep practitioner roots in branch and treasury technology — ATMs, teller cash recyclers, payments hardware, security systems — paired with executive strength in strategy, contracting, pricing, vendor management, and P&L discipline.

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PROFESSIONAL EXPERIENCE

BENCHMARK TECHNOLOGY GROUP | October 2006 – Present (20 years) | Alpharetta, Georgia

Vice President — Managed Services • Vice President — Support Services • Vice President — Project Management Office (December 2025 – Present)

Concurrent director-level roles held on the way to Vice President: Director — Managed Services (2023–2025); Director — Project Management Office (2020–2025); Director — Support Desk Services (2020–2025); Director — Information Technology (2017–2024); Manager — Professional Services (2020–2022).

- **Project Management Office.** Built the PMO's operating system end to end — dashboards and documentation tracking project plans, timelines, risk and stakeholder registers, project revenue and staffing models, cost analysis and markup by discipline, statements of work, and support agreements; implemented PMI PMP standards, formal training, career paths, and documentation standards.
- Across hundreds of projects of varying size and complexity: zero project failures, no delays attributable to the delivery team, and fewer than 2% of projects with cost overages — each overage under 5% of the total project budget. Partners with sales on customer engagements and with accounting on monthly billing and revenue forecasts.
- **Support Desk Services.** Lead a multi-disciplinary support organization covering software, hardware, treasury, IT, and project support. Instituted best-practice policies, escalation structures, knowledge base foundations, and full KPI reporting. Customer satisfaction stands at 99%–100%, with consistent service-level achievement and low mean times to answer and resolve.
- **Professional Services.** Built a scalable professional services team that was awarded hundreds of contracts for software and hardware support — including wins in direct competition with the developer or manufacturer, against companies hundreds to thousands of times larger in revenue and staffing.
- **Information Technology.** Directed IT operations with verified backups, tested redundancy across power, network, phone systems, servers, and applications, and multiple layers of security. Across seven years in the role: no production-level service interruptions, no data breaches, and no data loss.
- **Senior Project Manager / Project Manager (2008–2020).** Ran end-to-end delivery for large business and financial accounts — contract creation, budget planning, financial and resource forecasting, vendor relations, logistics, warehousing, and P&L tracking.
- **Systems Engineer (2006–2008).** Lead technician and Level 3 remote support for the Citizens Bank account, coordinating hundreds of field resources across fourteen states; SLA performance consistently above 97%. Citizens Bank IT management asked that he retain the portfolio after promotion, estimating the bank would need no fewer than twelve employees to cover it internally.

RBS CITIZENS BANK | October 2003 – October 2006 | Wilkes-Barre, Pennsylvania

Field Services Engineer

- On-site and remote support for the full branch technology estate: computer and networking equipment, telecom, ATMs (NCR, Diebold, Wincor), security systems, drive-up banking equipment, and vault locksmithing.

- Key roles in the conversion from terminal-controller systems to PC-server infrastructure and in integrating acquired financial institutions; authored technical documentation that became the enterprise-wide standard.

BENCO DENTAL | 2000 – 2003

Senior IT Support / Analyst

- Level 2 support across a customer base of more than 50,000, spanning platforms, proprietary online ordering systems, and LAN/WAN operations. Coordinated the launch of the customer Wireless Networking Program — all site integration — and was appointed its Project Manager.

ANIELLO ENTERPRISES | June 1997 – August 2005

President

- Founded and ran a technology services business — IT consulting, equipment sales, service and support, programming, security, and networking — with responsibility for all operations: administration, legal, accounting, marketing, IT, and strategy. Better Business Bureau member; Greater Pittston Chamber of Commerce.

EDUCATION AND TRAINING CENTER OF NORTHEAST PA | August 1997 – August 2000

Instructor — MicroComputer Technology

- Designed and taught the full curriculum (PC architecture, configuration, troubleshooting, repair) for a state-accredited trade school, placing students into local internships.