**Joseph L. Cordero**

**2204 North 8th Street**

**Tacoma, WA. 98403**

**253-304-8714**

|  |  |
| --- | --- |
| **Experience:** | Consultant – IT Managed ServicesWashington 2015 – PresentManaged team of remote and on-site support including maintaining, analyzing, troubleshooting, repairing and installation of all IT supported hardware, software, and Windows and Mac operating systems, applications and peripheral devices; Supported and troubleshooted wired, wireless, and VPN connectivity for desktops, laptops, tablets and mobile devices; Identified issues and develop appropriate resolutions to ensure user needs are met; Installed computers, system components, or peripheral hardware or software and provided documentation and training to users; Oversight of system administration, including user account maintenance, application maintenance and ongoing maintenance of hardware and software; System upgrades, relocations and other projects as needed; capturing routine file backups and file restoration for all shared information processing systems. Inventory management of hardware and software; Recorded all support interactions and identified when problems need to be redirected or escalated for resolution; Familiar with SPX backup, GFI, SolarWinds, Dameware Ninja RMS, ConnectWise, Veeam, Hypervisor Comodo Connect etc..Senior Vice President – Sales & Marketing H2VTECH  Bellevue Washington 2013 – 2015 C- Level Executive for a leading provider of software engineering services to Enterprise Customers Global Operating and Management Executive with a track record of successfully leading businesses through transformations and rapid growth. Dynamic leader who combines operational rigor, global adaptability and an ability to build and motivate strong, diverse leadership teams. Proven success across a range of technology and services companies, with a particular focus on global organizations.Specialties: Operations management, technical recruitment development and management, product life cycle, offshore IT services, channel development, marketing, product marketing, solution development, pricing negotiation, pricing strategy.Vice President – Strategic Accounts MicrosoftHildebrandoRedmond Washington 2011--2013 Hildebrando is a leading Mexico-based Global Services 100 company with a 25-year history as a global IT services provider. Hildebrando IT services include Systems and Application Development, Systems Integration, Cloud Solutions, Information Management Services, IT Outsourcing (ITO) and Business Process Outsourcing (BPO). The firm is a unique company with consolidated strategies to deliver IT solutions to large corporations as well as medium and small businesses.  Responsible for defining and architecting technical solutions based on needs assessment and requirements specifications from Microsoft in United States and across Latin America. Services span all Microsoft technologies, Windows 8, Windows Server, Azure, Web 2.0, SQL, SharePoint, Exchange, Windows Embedded including but not limited to: solution consulting, software design, development, testing and automation both as single contract or annualized managed service. Directly responsible for program creation and management of Microsoft $20 million USD LATAM reverse auction participation and successful bid process resulting in program growth from $350k USD to $3m USD. Director - Microsoft AccountsHarbinger SystemsRedmond Washington 2007-2010 Direct business development, sales and project oversight into Microsoft Corporation. Responsible for providing leadership while maintaining focus on the company’s strategic goals. Member of the Senior Executive Staff. Analyze sales statistics to determine business growth potential and establish performance goals, and monitor performance on a continual basis, increasing revenues 300% from $1.2 million to $3.6 million P&L including contractual SDLC compliance and personnel resourcing including but, not limited to recruiting , interviewing, hiring, dismissal and performance reviews.  Within the Directorship assume the development and management leadership of a combined direct report bench of 40 off-shore/on-site Developers, SDETs and Leads. Work closely with project management to ensure projects are completed under schedule and budget. Work with project stakeholders on planning and preparing for new projects that will consume resources. Direct Report evaluations conducted on a weekly basis to determine effectiveness and professional development paths, and formally on a bi-annual review cycle. Director of Test – Microsoft Strategic AccountsLionbridge TechnologiesBellevue Washington 2005-2007 Director of Test for VeriTest-Lionbridge, responsible for new and existing Microsoft Managed Service accounts worldwide consisting of Test, Development, Program Management and Localization components from Lionbridge competency centers in China, India, Ireland and US based. Budgetary oversight of $2.6 Million P&L including contractual compliance and resourcing. Responsible for requirement coordination among Test, Development and Program Management to exceed project specification deliverables and timelines. Direct business development and sales into Microsoft Corporation. Developed and implemented policies for effective worldwide communication and product cycle models based on the Microsoft Solutions Framework. Directly responsible for program creation and management of Microsoft Dynamics Axapta Testing and Development, Xbox games, MSN CRM Testing, Office Hosted Applications, SQL, Exchange Hosted Services performance analysis, Windows Live anti-spam/phishing filters relevancy testing, Parental controls competitive analysis and Microsoft Research Translation Engine UI Test and Development. Lead Program Management – Microsoft Windows Core Microsoft Corporation  Redmond Washington 2003 -2005 Adjunct Professor – University of WashingtonSoftware Testing for the Real WorldSeattle Washington 2001 -2003Technical Trainer-Microsoft Technical Education Microsoft Corporation  Redmond Washington 1998 - 2003 |
|  |  |
|  | SDET-Microsoft Developer Division Microsoft Corporation  Redmond Washington 1996-1998 |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
| **Education:** | Bachelor of Science in Mechanical Engineering, Seattle Pacific University, Seattle WA. Associated Naval Medical Schools. Continuing education for Masters in Business Administration, Alameda College. |
|  |  |
| **Honor:** | Navy Sailor of the Quarter Award December 1985, Good Conduct Award, Unit Citation & Navy Expeditionary Medal for Iranian conflict 1979, Battle Efficiency Award 1977. Letter of Commendation for Naval Drill Instructor duties. Former Chair for Metro Tacoma Fencing Club Board of Directors |
|  |  |
| **References:** | Upon Request. |