Chris P. Pigott

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Dear Sir or Madam:

Over the last 20+ years, I’ve had the opportunity to work in both start-up and corporate environments in a variety of application development, delivery, operations and IT management roles with the primary function of building and managing worldwide services, engineering, product management, IT/DevOps, and operations organizations. After building a progressive and successful 9 year career at MCI/Verizon Communications Corp in IT/OPS/Network (7 years as a BPO to MCI and other vertical contact center customers), in 1996, I became the 71st employee to join Genesys, a leading end-to-end enterprise software applications vendor within Contact Center, ERP, BPM, and CRM, as well as homegrown legacy systems. I helped grow the company from an employee base of under 100 to over 1000 people in 7 years. (Company Revenues of $250M in 2000). From 2011-2016, I have worked for LiveVox and EIS Group, global full-service Cloud-based Software-as-a-Service (SaaS) solutions. LiveVox was acquired by Aspect. From 2016-2018, I was hired as VP, Sales and Service Technology at Charles Schwab with the mission to transform their current legacy environment to Cloud-based Services. In 2018, I began working as CTO for FieldConnect, a ERP/Field Services based company. Working extensively with Microsoft Azure, Amazon AWS, Microsoft Dynamics365 (including CRM, FieldServices, PowerApps/CDS), Salesforce.com and all Customer Interaction technologies in the Cloud over last 10+ years.

What I bring to a Company is experience in both a Corporate and Start-up/entrepreneurial environment with strategically managing, mentoring, driving, optimizing, and motivating both small and large organizations across a broad spectrum of systems and platforms. Specific to a company’s needs:

* Experience managing a Global staff.
* Experience in growing teams from small group of employees and managing small teams, as well as managing existing large organizations. Starting in a hands-on role.
* Experience working with diverse company groups: High Tech (3Com, Microsoft, Sun Microsystems, IBM, HP, Gateway, Intel, Siebel, Oracle, SAP, Lawson, Peoplesoft, Silicon Graphics, etc.), Telecommunications (MCI,Sprint,SBC,Cingular,Verizon,AGCS,AT&T,Bell South,Qwest,Bell Canada,British Telecom,KPN,Deutshe Telecom,Telecom Italia,Belgacom,Swisscom,Telia Sweden,Telstra, NTT,etc.) Financial (B of A,NationsBanc,JP Morgan Chase,MerrillLynch,Barclays,Charles Schwab,TRowePrice,Visa,Wells Fargo, etc), Insurance (AAA,Norwest,Travelers,Nationwide,Kemper, Allstate,USAA, etc.), Health Care (Blue Cross/Shield,Merck Medco,Glaxo Wellcome,Kaiser Permanante, etc.)
* Experience in all types of Business Applications: Cloud (Amazon AWS, MS Azure), PowerApps/CDS, ERP (Microsoft Dynamics, Oracle, Peoplesoft SAP, Lawson, SAGE, others), Human Resources Apps, Corporate Project Management Apps, Time Tracking, and AP/AR/Purchasing Apps, Customer Service/Sales Apps, CRM (Peoplesoft/Vantive, Oracle/Siebel, Amdocs/Clarify, SAP, others), Helpdesk, VoIP, ACD/PBX, CTI, IVR/VRU, SIP, web-enabled technology, wireless applications, SOA (Sharepoint, Weblogic, Websphere), integrated desktop apps, knowledge bases, call monitoring/recording systems, Host (MVS/etc.), Midrange (VAX/UNIX), Client Server, UNIX, Windows, and DBMS/RDBMS.

Feel free to contact me at your convenience.

Sincerely,

Chris P. Pigott

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EXPERIENCE

FieldConnect (2018 – present) www.fieldconnect.com

Chief Technology Officer - CTO (report to CEO)

* ***FieldConnect is the leading provider of global mobile workforce management solutions to field service and businesses. Innovative and intuitive mobile workforce management solutions transform field service businesses by creating operational efficiencies, improving customer experience, and providing real-time information available anytime, anywhere.***
* ***Global customer of 200+ and growing***
* ***End to end technology ownership for 7000+ End Users of technology for customers***
* ***Current technology includes Azure and AWS cloud, Cloud Development/QA/Release Mgmt/Production, Microsoft Dynamics365 (including PowerApps/CDS, FieldServices and CRM), Office365, Salesforce, Workday, Genesys (including Cloud), Cisco, Polycom, Nuance, Verint, Nice, custom Windows Apps, custom MicroUI/MicroServices Apps, Tableau, to Mainframe, DB2, Oracle, MS SQL Server, Mongo in both an Openstack and Microsoft Stack environment.***
* ***End to end ownership of Development, QA, Release Management, and Production Applications***
* Responsibilities include being responsible for management and update of Legacy and Premise based customer product, Cloud Strategy Roadmap and Vision (Cloud, Integration, Productization, Process).
* Development, QA/Test, Release Management, and Production in a new Cloud-based environment.
* Premise and Cloud-based internal IT
* Cloud-based DevOps
* Strategy to build on platform expertise, into Cloud/Hosted/SaaS, PaaS, Software Defined Networks (SDN), High-Availability/Business Continuity, and into FrontOffice Applications, BackOffice Applications, Big Data, Business Intelligence, and Enterprise Horizontal and Vertical Applications
* Application environment is part of the overall Digital Workplace
* Working with and creating Mobile Apps for Apple IOS and Android
* Working extensively with Microsoft Azure and Amazon AWS

Charles Schwab (2017 – 2018)

VP of Sales and Service Technology (report to Head of Corporate IT)

* Charles Schwab is a global Financial Services company established by over 40 years ago to champion Main Street over Wall Street, and to help Americans transform themselves from earners to owners.
* ***Global team of 200+ (inhouse and outsourced) growing to 300+ over the next 24 month.***
* ***End to end technology ownership for 14,000+ Desktops, 200+ Applications across all business units, working with Product Owners and End Users directly for transformational changes***
* ***Current technology includes Microsoft Dynamics365 (including PowerApps/CDS, FieldServices and CRM), Office365, Salesforce, Workday, Genesys (including Cloud), Cisco, Polycom, Nuance, Verint, Nice, custom Windows Apps, custom MicroUI/MicroServices Apps, Tableau, to Mainframe, DB2, Oracle, MS SQL Server, Mongo in both an Openstack and Microsoft Stack environment.***
* ***End to end ownership of Development, QA, Release Management, and Production Applications***
* Responsibilities include being responsible for Cloud Strategy Roadmap and Vision (Cloud, Integration, Productization, Process), across both Data and Voice applications. Development, QA/Test, Release Management, and Production in a new environment.
* Working with Amazon AWS Connect/Lex/Polly, Amazon AWS Lambda, Salesforce/AWS, Microsoft Dynamics365 (including PowerApps/CDS), Microsoft Exchange UM, Skype Business, Google Apps, includes vendor/partner integration strategy both with customers and with partner solutions, and daily support of Customer solutions.
* Strategy to build on platform expertise, into Cloud/Hosted/SaaS, PaaS, Software Defined Networks (SDN), High-Availability/Business Continuity, and into Call Center Services, BackOffice Applications, Big Data, Business Intelligence, and Enterprise Horizontal and Vertical Applications
* Working with and creating Mobile Apps for Apple IOS and Android
* Working extensively with Microsoft Azure and Amazon AWS

EIS Group, based in San Francisco, CA (2014 – 2017)

SVP Cloud Services (CTO/CIO role and report to CEO)

* EIS Group employs open, standardized technologies in groundbreaking ways. With EIS solutions, companies (International Fortune 500) can seamlessly manage all phases of the customer lifecycle (Customer Experience-CX) from a single, unified platform—one that’s intrinsically flexible, highly scalable, future-proof, and built for the most sophisticated enterprises, both as premise and Cloud/SaaS offerings.
* ***$80M yearly revenue, with a growth rate projection of 20-30% for 2016/2017***
* Responsibilities include being responsible for company Cloud Product Roadmap and Vision (Cloud, Integration, Productization, Process), Integration strategy both with customers and with partner solutions, and daily support of Customer solutions.
* Strategy to build on platform expertise, into Cloud/Hosted/SaaS, PaaS, Software Defined Networks (SDN), High-Availability/Business Continuity, and into Call Center Services, BackOffice Applications, Big Data, Business Intelligence, and Enterprise Horizontal and Vertical Applications
* Working with and creating Mobile Apps for Apple IOS and Android
* Working extensively with Microsoft Azure and Amazon AWS

LiveVox, based in San Francisco, CA (2011 – 2014)

VP of Product Management and Client Implementation (CTO/CIO role and report to CEO)

* LiveVox is the leading provider of cloud (SaaS/PaaS/CCaaS/SDCC) contact center solutions. LiveVox offers an integrated hosted predictive dialer, ACD, IVR, call recording and business analytics suite. The patented, fully burstable LiveVox platform utilizes carrier IP/MPLS networks and delivers multi-site deployment, routing and controls. Solution is the industries most scalable and 100% Hosted.
* ***90% of our customer base (of 400+ customers) is large BPO***
* Responsibilities include being responsible for company Product Roadmap, Integration strategy both with customers and with partner solutions, and daily support of Customer solutions.
* Revenues of up to $40M and growing 40-50% per year with a global footprint of customers in every major vertical.
* Coming into the company in 2011, the company technical architecture and vision was similar to legacy environments from the late 1990’s. First objective was to improve the current communication and vision.
* Personally researched, analyzed, negotiated, recommended and helped select vendors and partners to fill out our Product and Strategy offering
* Hired new technology team nationally and internationally to build and support
* Work with Sales and Marketing for Customer and Product Initiatives

NetworkOmni, based in Westlake Village, CA (2005 – 2011)

VP and COO/CIO/CTO of Global Services and Information Technology (report to CEO)

* NetworkOmni is a full-service, single-source, world-class global provider with offerings in interpretation, translation, localization services, and consulting services. Field more than 2,500 language professionals, NetworkOmni’s reach extends around the globe. A top-tier provider through an intense focus on quality, certification and technology.
* ***95% of our business was multi-lingual call center BPO services in 125 languages***
* Responsibilities include being responsible for 90+% of the staff at NetworkOmni through 4 primary departments: Information Technologies, Telecommunications/Support, Language Center Operations, and Language Services Quality Assurance.
* Revenues of up to $30M and an Operating Budget of over $15M
* Coming into the company in 2005, the company technical architecture was similar to legacy environments from the late 1980’s, early 1990’s. First objective was to improve the current environment.
* Personally researched, analyzed, negotiated, recommended and helped select vendors for DataCenter, ERP (Billing, AR/AP, Invoice, GL), CRM, MPLS, EVPN, LAN, WAN, Web Infrastructure, Servers, OS, Desktop computer insfrastructure, CTI, Global Routing, WFM, Microsoft .NET, Sharepoint, MOSS, and Web Applications.
* Hired new technology team nationally and internationally to build and support
* Vendors include: SAGE, Microsoft, AT&T, Sprint, Cisco, HP, Dell, Alcatel/Genesys, and various other smaller vendors.
* Savings vs. list pricing close to 75%. Unheard of for a $30M company working with multi-billion vendors.
* ROI for the entire infrastructure within 15 months of go live, Oct06
* Savings to the company of approx. $13M over a 5 year period
* Implemented entire infrastructure within 12 months across 2 national and 3 international locations, with a centralized hub in a Managed DataCenter.
* Helped coordinate Training and Management of infrastucture to remote locations
* Improved efficiency of remote users through the use of technology creating increased cost savings
* Work with Sales and Marketing for Customer and Product Initiatives

SandCherry, based in San Francisco (2002 – 2005)

VP of Worldwide Professional Services/CIO (report to CEO/SVP Sales)

* SandCherry provides innovative software solutions, which simplify the deployment and management of speech-enabled, multimodal (wireless, PDA, etc.), and multimedia enhanced communications services. SandCherry is focused on delivering the new solutions needed to assist Service Providers and corporate enterprises in the integration and deployment of enhanced and next generation services to satisfy their customers, face tougher competition, and increase their revenues and profitability. Using voice/web technology (VXML, SIP, VoIP, BEA WLS, IBM Websphere, J2EE, web/voice portal, SOA, .NET, Voice/Web portal, web services, EAI, and workflow) to integrate into many different types of ERP and CRM systems. Both packaged and custom.
* Lead, grow, and develop all part of Services: Pre-Sales, Post-Sales Implementation, Training, and Technical Support.
* Provided project cost analysis and an assessment of functionality requirements. The project cost analysis begins by quantifying financial objectives such as cost-savings, revenue growth, ROI target or other financial measures. Once the financial objectives are identified, SandCherry performs a capital and operations cost analysis using provided data to generate a Total Cost of Ownership (TCO) and ROI summaryfor the project. By providing this information before theproject begins, Identifying system functionality requirements ensures common expectations for the solution and proper scoping of development and integration tasks.
* Provided product training resources and education opportunities to customers using SandCherry’s products. Throughout the duration of the solution project, Our team works closely with customers and continuously transfer knowledge about the product, solution and surrounding infrastructure. We also deliver structured courses for more formal training and certification on our products.
* Provided Technical Support for Partner/Customers
* Provided leadership in helping to build the company internationally, through delivery of Sandcherry technology and solutions to customers, helping in customer satisfaction, and driving our overall revenue.
* Built budgets and helped revise overall business plan

Genesys, San Francisco, CA (1996 – 2002)

VP of Worldwide Professional Services (report to CEO) 2000 – 2002

VP of Worldwide Engineering Services, (report to CTO) 1998 – 2000

Director of Professional Services 1997- 1998

Director of Product Management (report to CTO) 1996 – 1997

* *Genesys is a wholly owned subsidiary of Alcatel, the leading provider of customer solutions for Collaborative ERP/CRM, a critical component of a complete end-to-end (ERP/CRM) strategy.*
* Grew PS Team from 0 to 250 Worldwide, while company was transition from start-up/private through IPO to a public company and acquistion by Alcatel.
* Provided technical strategy and leadership in building the company internationally, through leading delivery of Genesys customers, helping in customer satisfaction, and driving our overall revenue.
* Helped design the applications and enabling infrastructure for all products.
* Developed plans and built teams in Product Management, Engineering, and Professional Services/Operations.
* Built budgets and revised overall business plan
* Provided extensive vendor and partner management and technical coordination.
* Plan and manage all aspects of enterprise‑wide, e-Business, Network, Customer Service, Sales, HelpDesk, ERP, CRM, and Remote/End User technology initiatives; provide analysis and consulting on technology, operations, and best practices
* Manage delivery of wide range of technologies, including ERP, CRM, CTI, voice apps, web‑enabled technology, eCommerce, integrated desktop GUI applications, expert knowledge bases, wireless applications, workforce management applications, Workflow, and Service Provider applications
* Manage staff of Regional VP/Directors, Practice Managers, Project Managers, Systems Engineers, System Developers, and System Analysts performing multi‑platform component development and deployment. Includes development and deployment of client software APIs and DLLs (both internal and external company technology), base server software, and business service applications; extensive involvement of UNIX, Windows, DBMS/RDBMS, and Industry development tools.
* Conduct prototype rapid application development, “center‑of‑excellence,” and specialized integration initiatives; participate actively in strategic architecture and design efforts
* Support Genesys Executive and Account Management functions and Genesys strategic planning, including development and delivery of high‑level and detailed proposals, presentations, plans, and designs
* Primary implementor on projects in all Verticals and Industries. High Tech (3Com, Microsoft, Sun Microsystems, IBM, HP, Gateway 2000, Intel, Siebel, Oracle, SAP, Lawson, Peoplesoft, Silicon Graphics, etc.), Telecommunications (MCI, Sprint, SBC, Cingular, Bell Atlantic, Verizon, Ameritech, AGCS, AT&T, Bell South, Qwest/USWest, Bell Canada, British Telecom, KPN/Dutch PTT, Deutshe Telecom/German PTT, Telecom Italia, Belgacom (Belgium), Swisscom, Tele Denmark, Telia Sweden, Telstra/Australia, NTT/Japan, etc.) Financial (Bank of America, NationsBanc, Chase Manhatten, Merrill Lynch, Barclays, Charles Schwab, T Rowe Price, Visa, Wells Fargo, etc), Insurance (AAA, Norwest, Travelers, Nationwide, Kemper, Allstate, USAA, etc.), Health Care (Blue Cross/Blue Shield, Merck Medco, Glaxo Wellcome, Kaiser Permanante, etc.), and others (Yellow Freight, Federal Express, Ford, Sears, APAC Customer Services, Teletech, 1800-Flowers, Amazon.com, Home Shopping Network, Sento, SITEL, Mercedes-Benz, ADP, Canadian Tire, American Airlines, etc.)

Verizon/MCI Communications Corp, Austin, TX (1990 – 1996)

VP of IT, ERP/CRM Systems 1995 – 1996

Director of IT, Mass Markets 1994 – 1995

Director IT, Consumer Markets 1992 – 1994

Manager, Systems and Engineering 1990 – 1992

* Responsible for the development and support of all new technology efforts, ERP/CRM, customer service, Web/Internet, and order management/fulfillment systems for 30+ Centers, Operations, Order Management, Fulfilment, and Front Office/Back Office sites in the US.
* ***Served many verticals (i.e. Citbank, Amer Airlines, Aetna, MCI, etc.) as a call center BPO***
* Manage annual budget of up to $75M.
* Led the architecture redesign, development and implementation of key internal business systems to deliver applications for Client Management, Human Resources, Billing, AP/AR, GL, Corporate Project Management, Time Tracking, and Purchasing.
* Managed the development and support of applications across client-server and mainframe platforms. (VMS, MVS, Windows, NetWare, Unix, OS/2)

**EDUCATION**

* **University of Iowa, Bachelor of Science**

Major, Computer Science

Minor, Math

Focus on Electrical/Computer Engineering