JameS C. Sherer

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###### PROFESSIONAL PROFILE

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| A seasoned dynamic Corporate Executive within the operations support and information technology arena. **Technological leader** seeking innovative ways of providing operations support to a variety of stakeholders at all levels. **Imaginative thinker** having the ability to plan strategic and tactical directions in accordance with business, product or customer need.  **Effective communicator** with the unique ability to articulate messages to all levels of an organization or directly with a customer.  With successful integrations of new technologies for efficiency, development of new operations services, business transformation initiatives and improvement of overall systematic processes that shape a **World Class organization**. A focus on solutions that add value, support a **value proposition** and deliver measurable business oriented goals that are **barometers for** **success.** Key leadership role in the development and delivery of call centers technologies, data center retrofit, security platforms, operations analysis and hosting technology architectures with the ability to build dynamic collaborative teams for a **high-performance organization** with a relentless focus on improving the existing operation, building for the future and enhancing the customer experience through success management. |

###### AREAS OF EXPERTISE

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| * Customer Focused Call Center/Help Desk Management * Technology Architecture & Integration * Cyber Security/Privacy Best Practices * Hosting Center/Co-Lo Business Transformation * Crisis & Situational Escalation Management * Cross Organizational Relationship Management * Business Effectiveness and Productivity Efficiencies * LEAN Business Methodologies/Best Practices * BC/DR/Risk Assessment and Analysis | * Strategic & Tactical Planning * Change Management & Control * Program & Project Management * Training Program Execution * Operations Management * Standard Operating Procedures * Process Adaptation/Automation * Business Assessment & Analysis * Learning Management Systems |

###### EMPLOYMENT HISTORY

2015 – Present **VP of Support Operations**

*Cengage*

***Cengage*** *is the education and technology company built for learners. We create learning experiences that build confidence and momentum toward the future students want. Confident students are successful learners, so we design tools that keep them moving toward their goals.*

* Responsible for overseeing and coordinating **operations efforts** across the technical support organization including resource planning, strategic vision, call center retrofit, human resources and customer success management
* Developed **operational leadership teams** to engage and interact with day to day operations to effort new thought process for providing services, training, workforce management and staff augmentation
* Management of more than 280 individuals across the US providing all levels of **customer support** for a variety of student, instructor, institutional and career educational services in support of digitally delivered platforms, applications and educational resources
* Partner with industry leading technology solution providers for **seamless integration** of tools such as case management, intelligent voice recognition and new channels for support services
* **Collaboratively** worked with cross functional teams to automate tools for improved customer experience, implemented new operations services tied to business metrics and employed solutions providing proactive and predicative support services to customers significantly reducing action/issue resolution times
* Developed **standard operating procedures** and departmental processes to ensure standardization, consistency and repeatability of support operations
* Executive stakeholder for team that architected, designed and implemented a knowledge portal and web based **customer interaction** platform that utilizes existing information to expose problem management tactics and call avoidance techniques
* Executive sponsor for full implementation of **Salesforce Service Cloud** as a case management replacement, integrated LiveAgent chat environment and internal system integration for seamless agent information flow into a “single pane of glass” interface containing all customer information.
* Deployed **Intelligent Voice Recognition (IVR)** platform to handle customer call routing and perform call avoidance. Currently the system is avoiding more that 15% of our daily total call volume.
* Integrated **BOT and AI technologies** into the call centers, case management systems and Service Bridge, which is a service experience environment tailored to the needs of the customers.

2013 – 2015 **VP of Customer Success**

*Cleversafe, Inc.*

***Cleversafe*** *solves today’s growing big data storage problem. Cleversafe delivers limitless object storage. Leveraging information dispersal technology, Cleversafe has created a dispersed storage solution that actually gets better as it gets bigger.*

* Responsible for overseeing and coordinating security efforts across the company as it relates to the product and customer interface including departments such as information technology, operations, human resources, legal, finance management and sales
* Direct management of more than 75 individuals **globally** in four different countries providing all levels of customer support, sparing logistics, installation and training services to customers for deployed dispersed object storage solutions
* Performed pre-sales engineering, solution design tailored for customer business need and post sales customer success of **object data storage** environments in local and geo dispersed configurations
* Partner with industry leading technology solution providers for **seamless product integration** and support of unique storage solutions such as filers, gateways and cache appliances
* Full engagement in the deployment and integration of technologies into customer data center or hosting environments with full **change management**
* **Collaboratively** worked with teams to automate tools, implement service monitoring and deploy phone home services from storage solutions providing proactive and predicative support services to customers significantly reducing action/issue resolution times
* Developed **standard operating procedures** and departmental processes to ensure standardization, consistency and repeatability of support operations
* Architected, designed and implemented an internal **hosted services move of colocation service** providers including floor design, planning, network services, procurement, contract negotiations and vendor management

2011 – 2013 **VP of Information Technology and Product Support Operations**

*Firstlook and MAX Systems****Firstlook and MAX Systems*** *produces disruptive innovations that are transforming traditional businesses. It starts with a vision—a break away vision for a deep-rooted problem. From there, we reimagine and reengineer conventional business practices creating groundbreaking new products.*

* Accountable for the development of **strategic security policy**, technology plans and investments in Information Security Technology.
* Responsible for the overall **direction and management** of more than 60 Product Support Specialists, IT Professionals and Database Engineers delivering quality products, people and processes to end users
* Integral executive leadership role within a **growing startup type environment** providing world class helpdesk support, data center management, system implementation and integration
* **Advisor** to the executive leadership team by recommending and prioritizing security investments and projects that mitigate overall risks, strengthen defenses and reduce vulnerabilities for development and internal and client facing systems.
* Created enhanced **Key Performance Indicator (KPI) measurements** to report critical business indicators focussed at how well customers were being supported and cared for
* Development, Implementation and Maintenance of a company-wide **information security infrastructure** to ensure best practice control objectives are achieved for system integrity, availability, confidentiality, and information security.
* Partnered with sales organization during customer solution design to **clearly articulate support expectations** and services
* Managed the **SaaS hosted product** to include all virtual and physical environments, cage space, database operations, network services and enterprise storage components

2009 – 2011 **VP of Shared Customer Support**

*HUB International Limited, Chicago, IL  
HUB International Limited is a leading North American insurance brokerage that provides a broad array of property and casualty, life and health, employee benefits, reinsurance, investment and risk management products and services throughout offices located in the United States and Canada*.

* An integral **strategic leadership role** as part of the transitional direction to move the organization into a Shared Services and Support model
* Performed an overall **companywide security assessment** at the information technology, network, operating system, application, database and physical levels to identify risks and vulnerabilities
* Responsibility for developing, leading and motivating a team of 75 Help Desk professionals to deliver excellent technical/non-technical support with **outstanding customer service** and satisfaction
* Developed **a high performing security team** by providing strategic leadership and vision, and professional development of technical and business management staff Create and implement the Cyber Security strategic roadmap ensuring that it is strategically aligned to mitigate current and future security risks
* Frequent contact with customers, business leaders, executive management, sales teams, direct reports, peers and independent vendors in support of the overall strategic vision, company mission, and service direction
* Lead Cyber Security strategic and **operational planning efforts** and ensure full integration into multi-year financial planning, IT strategic planning and regional planning efforts
* Key contributor to reducing internal competition, restructuring team interactions, increased relationship building and cross organizational development of **high performance teams**
* Developed and instituted a change management and control process to support consistency, quality and accountability of IT environment changes in accordance with **ITIL best practices**
* Established a new standard set of business metrics and measures in order to accurately **manage expectations** of the support organization utilizing industry standard ACD metrics, incident closure rates, performance analysis, customer survey scores and quality review processes
* Key contributor to the design and implementation of datacenter services that were key to the deployment of the shared services model which included network, Citrix farm and core applications to support business

2005 – 2009 **VP of Technical Support**  
*CCC Information Services, Itasca, IL  
CCC assists companies to improve claims management processes through better decision-making. Maintaining a singular focus on integrated claims management and providing industry-leading software solutions, analytical tools and comprehensive data do this. The technology-based solutions optimize efficiency throughout the claims management supply chain, facilitating communication among approximately 21,000 auto body collision repair facilities and 350 insurance companies.*

* Directed a technical support organization responsible for troubleshooting Enterprise class proprietary software applications, customer desktop issues, **customer satisfaction** and product deployment
* Directing and overseeing security programs that promote a process orientation and **foster a culture of continuous process improvement** and optimization of security, including gap analysis, process reengineering and monitoring of action plans
* Responsible for all personnel, operations and administrative management functions for over 450 company associates within Technical Support, Communications Services and Production Integration
* Operational leader responsible for sponsorship of key business initiatives that were focused on the delivery of high quality products for the customer base and aligned existing practices to support **consistent lifecycle management process,** establishing a new value proposition for customer interactions and direct client sales team interactions to present product or service value
* Developed **goal oriented performance objectives** as a new baseline standard of measurement for the entire support organization utilizing industry standard ACD metrics, incident closure rates, performance analysis, customer survey scores and quality review processes
* Delivery, business case development and conceptual use of InQuira **Knowledge Management System** integrated with internal systems and the customer portal saving CCC over $1,000,000 annually by providing alternative **channels for support services, avoiding direct calls and improving the customer experience**
* Answerable to business for product quality assurance processes and **customer centric feedback** mechanisms for Enterprise customers such as Allstate, State Farm and USAA to name a few

1991 –2005 **VP of Technical Operations and Services**  
*ADP, Inc. – Dealer Services Division, Hoffman Estates, IL  
ADP Dealer Services provides integrated computing solutions to nearly 25,500 auto, truck, motorcycle, marine and recreational vehicle dealers throughout the United States, Canada, Asia, China, Europe and the Middle East. They are the second largest business unit of Automatic Data Processing, Inc.*

* Lead specialized support teams of more than 150 personnel, **managing customer expectations**, interacting with new opportunities, developing relationships with customers and implementing customer centric business processes that established the **highest customer satisfaction scores to date**
* Put into operation a managed services product for **proactive monitoring and predictive analysis** of system infrastructures in less than 3 months to insure reliability, availability, and dependency of technical environment which is in support of direct **service level agreements**
* Designed Storage Area Network (**SAN**) and Network Attached Storage (**NAS**) environments for local and remote storage of customer data, document archiving and scanning solutions
* Created and implemented an automated central backup utility for client hosting facilities that utilizes networked archive software, redundant cluster server architectures, storage arrays and custom developed applications to perform system functions with a resource savings of ~ $480,000 annually
* Achieved **SAS 70 Level II** auditing certification for all hosting center environments
* Improved the hosting services **P&L business** for introduction into mainstream delivery with 300% growth now generating $32,000,000 per year in reoccurring revenue

**Director of Information Technology and Services**  
*ADP, Inc. – Dealer Services Division, Portland, OR*

* Director of a tier three technical organization consisting of more than 500 people responsible for **troubleshooting customer issues**, product development, integration services, custom consulting, managed and hosted services for more than 45,000 customers
* Responsible for all personnel and administrative management functions within the organizations of ASP, Network and Client Server Operations nationwide
* Develop and manage an expense budget of approximately $5,000,000 annually, including capital appropriation expenditures and the creation of business case justifications to **support targeted objectives**
* Maintain **Network Operations support** of approximately 6014 routers, 6822 switches and 2351 firewalls with an annual sales number of $9,600,000 supporting a reoccurring maintenance of $1,260,000 annually
* Designed system architectures for hosted LINUX servers utilizing a third party package to support 41 concurrent **virtual systems** on a single hardware platform

1986 –2006 **Retired** - **Aircraft Armament Systems Specialist**

*US Air Force, Wisconsin Air National Guard, Madison, WI*

###### TECHNOLOGY

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| **Operating Systems/Software** | **Vendors** | **Products/Services/Technologies** | |
| * Windows Server * Windows Desktop * Linux * MS IIS * Active Directory * Clarify * AS400 * Citrix * Exchange/OCS * Oracle * OSx/MAC | * Oracle * Nortel * InQuira * Avaya * Microsoft * Verizon/MCI * AT&T * Vertafore * Bomgar * VMWare * VoxGen * BlackBoard | * SaaS * Salesforce.com * SAS 70 Level II * High Availability * Data Warehousing * Hosting Services * Self-Support Portal * Remote Desktop Solutions * Virtualization * Object/Big Data Storage | * Knowledge Management * Intrusion Detection * Network Redundancy * Learning Management * Broadband Technology * ACD/IVR/CTI * Self Service Portal * Call Center/Helpdesk Tools * Cloud Services |

###### EDUCATION

* Concord Career Technical Institute, Portland, OR – BS Computer Science
* ADP University, Portland, OR – MBA

###### ACHIEVEMENTS & CERTIFICATIONS

* ITIL v3 Certified – 2010
* Project Management Program - 2009
* LEAN Enterprise Institute Manage to Learn – 2008
* Managing Knowledge & Content with InQuira – 2007
* Member of the Consortium of Service Innovations – 2007
* Northwestern University Leadership and Management Courses - 2004
* Situational Leadership I & II – 2003
* Steven Covey - Seven Habits of Highly Effective People – 2000