

Bob Luong

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Customer Centrist | Business Strategist | Technologist Enthusiast

PERSONAL PROFILE

I am a seasoned Business Executive renowned for driving business transformations and delivering substantial revenue growth.

PROFESSIONAL EXPERIENCE

COO, Customer and Operation.

Jan 2023 – Present

Enteros.

Developed and executed the long-term strategy for the Professional Services division, aligning with the company's growth objectives. Overseeing projects, ensured timely and cost-effective delivery, developed scalable processes to increase efficiency and profitability, and optimized service delivery models.

Responsible for company operation and cyber security controls to ensure people, systems and data are protected.

General Manager, Customer Success.

Dec 2012 – Dec 2022.

Supermicro.

Established a business unit from scratch, growing it from zero revenue to a multi-million-dollar operation across North America, Europe, the Middle East, and the Asia-Pacific region. Managed business development, sales, and consultancy, collaborating with VIPs, large enterprises, and C-level executives on complex deals. Achieving over 20% year-over-year growth, secured \$97 million in annual revenue and a 96% customer satisfaction rate in 2022.

Director, System Engineer

Aug 2006 – Dec 2012

Advanced Micro Devices.

Developed and operated a private cloud for next-generation APU and software development, achieving over 90% compute utilization with more than 150,000 cores, 6 petabytes of data, and 40 million+ jobs completed monthly. Ensured high availability and disaster recovery compliance in the virtualized environment. Negotiated strategic contracts with major industry players, securing hardware and software agreements that resulted in significant savings in both Capital Expenditures (CapEx) and Operating Expenses (OpEx).

Education:

University of California Irvine, Bachelor in Mathematic and Minor Economic.
Santa Clara University, Information Technology Leadership Development.

Others: Certified – Info Privacy Professional, Audit Committee with IT, BSA, AML knowledge.