

DIRECTOR, CUSTOMER SUCCESS

Executive Profile

Effective, strategic leader with MBA, PMP, and broad range of experience in SaaS, Talent Management, consulting, project management, system implementation, and professional services leadership. Focused, hands-on team-builder able to motivate and inspire cross-department and multi-level resources through excellent communication skills and "big picture" strategies to ensure project and customer success.

Skill Highlights

- Process Improvement
- Executive Reporting
- Professional Services
- System Integration
- Strategic Planning
- Drive for Results
- Project Management
- Change Management

Professional Experience

Director, Customer Success

June 2015 to November 2015 Ispot.Tv, Inc. 1/4 Chicago , IL

Oversaw implementation, professional services, and support activities to ensure customer success. Reported directly to CEO, working cross-functionally with Development, Sales, Product Management, & Marketing.

- Created new implementation methodology, standardizing and simplifying the customer experience
- Prioritized product enhancements and issues, utilizing Agile/SCRUM methodologies/processes
- Designed new executive reporting dashboard, discovering new factors for growth/success
- Implemented new customer success initiatives to decrease churn rate and improve customer satisfaction, reducing churn rate 6%

Manager of Delivery Services (Director, Professional Services)

September 2011 to Current Softchoice 1/4 San Francisco , CA

Provide director-level oversight of implementation resources and activities to ensure project and customer success. Responsible for broad organizational leadership throughout the company as a direct report to the COO. Lead and mentor a team of 10 project managers and consultants on career growth, best practices, skill development, and meeting business as well as customer objectives Provide project oversight and serve as an escalation point Schedule and plan resources to meet individual and departmental utilization targets Measure and report on-time/on-budget metrics, as well as other KPIs, for executive and board member visibility Foster client relationships to ensure project and customer success Drive customer satisfaction by ensuring quality execution, building strong relationships, and focusing on customer oriented results Determine project scope and author SOWs and Change Orders as needed Assist Sales with both pre-sales and account growth opportunities to determine scope/price and justify to the client Instituted methodologies and best practices that increased margin from -160% to +40% and reduced project duration by more than half

Program Manager - Professional Services

January 2005 to August 2011 State Of North Dakota 1/4 Minot , ND Managed scope, budget, and resources for large scale implementations of multiple products and services, including integrations with complex ERP/HRIS systems. Interfaced with executive and functional leaders (internal and external) to ensure on-time, on-budget project success. Managed 8 - 12 medium-to-high complexity projects at any given time Managed issues with cross-functional teams to drive toward rapid issue resolution Developed effective project management processes, methodologies, and templates Created/communicated status reports, identifying risks and issues quickly and early, keeping senior management and stakeholders thoroughly informed Developed implementation plans and oversaw execution through excellent leadership and communication skills Developed and maintained lasting relationships for both current and prospective clients

Senior Consultant - Project Management & Quality Assurance

May 2004 to November 2004 Fortegra, Inc 1/4 City , STATE

Developed and oversaw release management and software test strategies for large commercial transaction management (EDI) and internet service systems. Lead high-profile meetings and presentations for executives, developers, & functional experts Coordinated/documented project management activities, using PMI standards when possible Managed system implementation activities, for a cross-functional team of 45 people Created/communicated executive status reports and oversaw issue resolution

Enterprise Software Test Engineer - Project Lead

December 1999 to May 2004 Dell Computer Corporation 1/4 City , STATE Schedule and plan projects to maximize workflow efficiency and resource productivity. Effectively coordinate software projects with organizational agility and managed business objectives: quality issues, risks, customer satisfaction, and strategic alternatives. Effectively coordinated software development and test activities of cross-functional teams including: management, development, test, and other business teams Developed effective, strategic project plans to ensure adherence to a strict and structured development methodology and workflow process Performed efficient project tracking and resource management for teams of 10 - 15 people Authored unique software testing methodology resulting in a 200% greater defect find rate Developed automation processes that saved over \$1.2 Million in the first six months Awards: Process Improvement, Commitment and Leadership, and Above and Beyond Daily use of cutting edge technologies: Windows, Linux, Netware, servers, clients, routers, switches, network management applications, and other software packages

Technical Consultant - Team Lead

October 1998 to December 1999 AMFM, Inc 1/4 City , STATE Analyzed business requirements, then mapped them to technology capabilities, identifying risks as well as opportunities, to design custom, end-to-end business solutions. Served as liaison for customers, implementation team, and vendors, negotiating best practices, prices, and strategies for coordination of the supply chain. Successfully led large-scale hardware deployment and system implementation projects with expert guidance and recognized professionalism for teams of 5 - 15 people Served as central

communication point between internal and external business partners in order to effectively drive projects to successful, on-time completion Served as the "product expert" for customers, management, and the implementation team Created project plans, schedules, milestones, and then coordinated implementation activities Developed and maintained an effective nationwide communication process between customers, contractors, vendors, and consultants Daily use of: Windows, Linux, Netware, servers, clients, Routers, switches, TCP/IP, WINS, DNS, MS Exchange Server, and other business software packages

Education

MBA : 2003 University of Texas 1/4 City , State , US MBA: 2003 University of Texas - Dallas, Texas

MBA : International Business , 1997 Texas A&M University 1/4 City , State , US Master of Business Administration (MBA) - International Business Bachelor of Science: 1997 Texas A&M University - College Station, Texas

Bachelor of Science : Biomedical Science Bachelor of Science - Biomedical Science

Certifications

PMP (Project Management Professional from PMI) PMP Project Management Professional

Presentations

Lead high-profile meetings and presentations for executives, developers, & functional experts

Skills

Clients, Budget, Satisfaction, Project Management, Employee Resource Group, Enterprise Resource Planning, Erp, Hr Information System, Hris, Program Manager, Linux, Netware, Project Plans, Best Practices, Engineer, Million, Process Improvement, Software Development, Software Test Engineer, Software Testing, Structured Software, Test Engineer, Testing, Workflow, And Account, Change Orders, Mentor, Metrics, Project Oversight, Sales, Sales And, Sales With, Business Requirements, Deployment, Dns, Exchange, Large-scale, Liaison, Ms Exchange, Solutions, Supply Chain, Tcp, Tcp/ip, Team Lead, Wins, Edi, Parallel Method Invocation, Pmi, Quality Assurance, Change Management, Compensation, Excellent Communication Skills, Integration, Integrator, Mentoring, Performance Management, Pmp, Recruiting, Saas, Software As A Service, Sow, Succession Planning, System Integration, Talent Management, Team Building, Team Management, Mba, Biomedical