JIM WELCH

ENGINEERING AND PRE-SALES SOLUTIONS LEADER

ABOUT

At DENSO, Bestmile, Ridecell, TomTom, and deCarta/Uber, I've recruited, mentored and led solutions engineering teams to deliver cloud native solutions that drive sales results. Primary focus areas include new mobility services (MaaS), autonomous mobility on demand, location based services (LBS) and fleet management/logistics.

- 2019 - present: DENSO - Head of Mobility Platform Services Architecture
- 2018 - 2019: Bestmile - Senior Director Solutions Engineering
- 2016 - 2018: Ridecell - Senior Director Solutions Engineering
- 2015 - 2016: TomTom | Business Development Manager
- 2007 - 2015: deCarta (acquired by Uber) | Senior Director Sales Engineering
- 1993 - 2007: MobileSoft | CTO founder (acquired by Zenitel)

CONTACT

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WORK EXPERIENCE

DENSO

Southfield, MI
April 2019 – Present

Head of Mobility Platform Services Architecture
Member of leadership team tasked with defining all operational support models, customer engagement processes, and associated monitoring metrics for SaaS mobility services platform.

Highlights

- Responsibility for launch of new mobility service initiatives in coordination with OEM partners and platform providers.
- Member of leadership team tasked with defining all operational support models, customer engagement processes, and associated monitoring metrics for SaaS mobility services platform.

Bestmile

San Francisco, CA
February 2018 – April 2019

Global Director Solutions Engineering

EDUCATION

1982 – 1986
United States Naval Academy
BS Computer Science
Annapolis, MD

Highlights

- #1 graduate in major
- Top 5% of all graduates

2000 – 2002
The Ohio State University Fisher College of Business
Masters Business Administration
Columbus, OH

Highlights

- Entrepreneurship emphasis

Global director of all pre-sales and launch activities focused on autonomous shuttle programs for public transit agencies/operators and private shared mobility services.

Highlights

Successful launch of a high-growth, differentiated ride hailing mobility service

Ridecell

San Francisco

November 2015 – February 2018

Senior Director Solutions Engineering

Grew and led a distributed pre-sales engineering team responsible for all technical aspects of pipeline sales opportunities. Acted as player-coach working with the complete end-to-end mobility solution provided by Ridecell - full stack and mobile environments

Highlights

Defined, developed, and delivered the initial version of mobility management platform. **Result:** close of the contract with the highest profile company in the autonomous space today

TomTom

San Jose, CA

June 2015 – November 2015

Business Development Manager - Customer Success

Assigned to Uber Technologies account for identifying, qualifying, and leading customer account activities. Coordinated business and transition activities in conjunction with management and project teams.

Highlights

Secured nearly $4M in forecasted 2016 revenue for TomTom's location services product unit.

deCarta - an Uber Technology Company

San Francisco, CA

October 2007 – June 2015

Senior Director Professional Services

Manage a combined team of internal project managers, offshore development resources, and third party contractors in specifying, designing, and delivering LBS solutions that leverage deCarta's products and services.

Highlights

SKILLS

- Amazon Web Services (AWS)
- Cloud Native Architecture
- Software Development
- Mobile Applications
- Start-ups
- Entrepreneurship
- Telematics
- Customer Success
- Navigation Systems
- node.js
- Enterprise Software
- Solution Selling
- Integration
- Military Leadership
- SaaS
- Location Based Services
- Technical Project Leadership
- Cross-functional Team Leadership
- Professional Services
- Geospatial
- Agile Methodologies
- Cloud Development
- Product Management
- Mobile Technology
- Mobile Devices
- GPS Applications
- Management

Coordinated the development and delivery of four private label personal navigation and connected navigation products to a leading consumer electronics retailer in the US. **Result:** Genesis of a new category of connected personal navigation device for a major US consumer electronics retailer.

Spearheaded the pre-sales, solution architecture, and delivery of a mobile, online navigation application for the leading personal navigation provider in Europe. **Result**: Opened new partnerships and sales channels for the company.

MobileSoft

Seattle, WA

June 1993 – September 2007

CTO - Founder

Dublin, OH/Seattle, WA CTO and founder of company providing fleet management and mobility applications to the transportation industry. Supervise the specification,development,testing,delivery and service of on-demand dispatch solutions.

Highlights

Develop sales and distribution channels for wireless solutions through international divisions of Motorola, Inc. in Europe and the Pacific Rim. **Result**:launched products in seven international markets with more than 75,000 mobile subscribers.

Successfully launched a suite of mobile messaging products in partnership with a major European carrier that leveraged location based services(LBS) and mobile payment services(m-payment).

Coordinated the successful partnership among technology providers in the development of a mobility product for a major European transit agency.**Result**:Solution exceeded the requirements of all of the stakeholders.

Motorola, Inc. - Wireless Data Group

Seattle, WA

October 1991 – November 1994

Senior Software Engineer

Managed team in developing computer-aided dispatch applications for the transportation and utility industries. Responsible for product positioning, market analysis, and channel development.

Highlights

SPEAKING

Texas Mobility Summit - 2019

https://www.youtube.com/watch?v=5hJUr3BAtsA

Plenary sessions and presentation on Bestmile *Service Design*

Smart Columbus - Mobility Hackathon - 2018

https://www.youtube.com/watch?v=1JkiUeGKo3E

Sponsor, speaking and mentoring

REFERENCES

'...incredibly dedicated hard worker, outstanding technical professional and consummate professional.'
'...works exceedingly well with customers.'
'...would re-hire Jim in an instant.'
— Michael Cottle
Apple/Mapbox/Telenav Vice President Sales

'...smart and creative great at engaging with customers.'
'...truly professional in all his interactions with colleagues and customers.
— Tom Sexton
INRIX/Here Technologies VP Business Development/Senior Partner Manager

'...very good at everything I have seen him do.'
'...a tireless advocate for customers inside the company and a tactful representative of the company in front of them.'
'....a great technical leader.'
'...hands-on when needed and otherwise comfortable in delegating.'
'...would love to work with him again.'
— Bobby Parikh
Uber Director of Engineering

Led the development of an Internet gateway to a leading private wireless network. **Result:** on-time delivery and industry adoption of this pioneering messaging gateway – one of the first wireless email delivery systems.

United States Navy

San Diego, CA

May 1986 – May 1991

Surface Warfare Officer/Nuclear Engineering Officer

Technical manager and supervisor of nuclear propulsion plant operations, production work schedules and quality assurance programs.