

Arthur Pazdan

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📞 415.601.0753

Strategy | Operations | Sales

Conceiving Strategies, Leading Teams, Delivering Programs, & Growing Revenue

For over 15 years I've been ensuring customer success as a company evangelist and customer linchpin. My efforts focus on the intersection of the physical world with emerging technology and best practices. Most recently I've taken over delivery of all iOS and Android apps for American Eagle, implemented a CI/CD pipeline for Salesforce, converted an IOT/BigData POC at Facebook into a full \$1.5M operation, and developed a [green energy](#) transportation corridor in LA.

EXPERIENCE

Avenue Code, LLC – Omnichannel Retail Consultancy w/ \$15m revenue San Francisco, CA
Director of Client Services (Customer Success) Jan '15 – present

Delivering eCommerce solutions in management consulting, project implementation, software innovation, and agile training

- Closed +\$6M of business within first 6 months to Macy's, Bloomingdale's, Williams-Sonoma, and American Eagle
- Managing +105 consultants across offices in SF and NYC, as well as Sao Paulo and Belo Horizonte in Brazil
- Cultivating channel partners Chef, MuleSoft, AWS, & Deloitte to cross-sell customers & expand reach beyond retail

Tacit Knowledge, Inc – Digital Commerce Consultancy w/ \$17.5m revenue San Francisco, CA
Engagement Manager Mar '14 – Dec '14

Applying Software as Craft to deliver digital commerce solutions for B2B & B2C in mobile, hybris, Demandware, Adobe AEM

- In 9 months sold +\$3.5M of work to Nike, Salesforce, Daimler Trucks North America, Serena & Lily, NastyGal, & Belkin
- Productized a unique eCommerce service "Peak Performance Readiness" & an integration with Adobe & ExactTarget
- Managed globally distributed teams across USA, Mexico, UK, Moldova, and Australia, ensuring tight collaboration

Streetline, Inc. – Internet of Things startup w/ \$60m in VC funding (acquired by Kapsch AG) Foster City, CA
Director of Project Management Sep '12 – Mar '14

Pioneering Internet of Things space by delivering big data mobility solutions via sensor-enabled SaaS mobile and web apps.

- Reporting directly to COO, led BizOps & worked w/ senior leadership to conceive, lead, & deliver strategic programs
- My customers included Facebook, Apple, Cisco, IBM, Orange, Telefonica, UPenn, WMATA, Nissan, General Motors
- Analyzed product data usage (SQL, Tableau, API's, etc) to transform insights into product and customer success

Parsons – Consultants w/ 2012 revenue of \$3billion & 13,000 staff San Francisco, CA
Senior Consultant Mar '06 – Sep '12

Delivered smart infrastructure to government and enterprise including CA High Speed Rail, BRT operators, & tolling agencies

- As PM, Engineering Manager, and BizDev Lead delivered over 20 projects with professional fees in excess of \$385M
- Tiger Team expert on risk, value engineering, & innovation strategy for Alternative Project Delivery pursuits & projects
- Served as Functional Manager building teams of engineers, mentoring them & ensuring their growth as professionals

McDonough Associates Inc. – Consultants w/ 2006 revenue of \$33million & 130 staff Chicago, IL
Consultant Jan '05 – Mar '06

Managed major tollway corridor extension and high visibility land development projects.

- Created complicated CAE models by programming with script languages and using CAD programs

Baxter & Woodman – Consultants w/ 2004 revenue of \$27million & 175 staff Mokena, IL
Project Manager June '00 – Dec '04

Provided municipal engineering and planning services for government and private developers in the Chicago Tri-State area.

- Prepared and won dozens of multi-million dollar federal and state grants for under-served communities in Chicago Tri-State area

EDUCATION

MBA, 2017 - Haas, UC Berkeley ∞ MS Eng Mgmt, 2011 - Texas A&M ∞ BS Civil Eng, 2000 - University of Illinois

ADDITIONAL

Awards: [2012 Top 40 Under 40](#), Mass Transit Magazine; Streetline Q4'13 STAR Performer

Affiliations: Toastmasters, SPUR.org, Kosciuszko Foundation, UIUC Alumni, Haas Alumni

Interests: Surfing, Coffee, How Stuff Works, Longform Podcasts & Articles, Kaizen