

# Robert Moser

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## Chief Operating Officer

Passionate executive leader dedicated to collaborating with educational organizations and utilizing my skills to make a meaningful contribution towards the pressing goal of providing quality education to all children. Proven experience leading and scaling operations in high-growth, entrepreneurial environments, resulting in significant revenue growth and improved profit margins. Developed and implemented strategic plans to drive organizational effectiveness and financial sustainability. Built and inspired high-performing, cross-functional teams, driving the development and implementation of innovative systems and processes to increase effectiveness and efficiency.

## WORK EXPERIENCE

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### Worldgate LLC

**Vice President, Delivery** • Reston, Virginia, USA

**01/2017 - 01/2023**

- As the COO for a new line of business, spearheaded cross-functional initiatives involving accounting, finance, HR, and legal departments. Designed and optimized operational and financial management policies, procedures, and system implementations, allowing the start-up business unit to achieve profitability within the first 2 years.
- Expanded client base by 2000% through the successful launch and development of a specialized practice area focused on UKG Ready human capital management SaaS system implementations for the Public Sector.
- Managed software vendor relationships resulting in a collaborative partnership with UKG, serving as their strategic implementation partner for the K-12 education market.
- Generated \$6M in additional revenue over the first 3 years of the practice through strategic planning, business development initiatives, and effective client relationship management.
- Improved year-over-year profit margins 5% annually by creating scalable and replicable implementation methodologies customized to the unique requirements of the K-12 market.
- Expanded the team from 3 to 20+ diverse remote practitioners within 3 years, playing a key role in Worldgate's inclusion on the 2021 and 2022 Inc. 5000 lists of America's fastest-growing private companies.

### Independent Consultant

**Independent Consultant** • Southbury, Connecticut, USA

**01/2016 - Present**

- Delivering high-impact consulting services, partnering with organizations, businesses, and educational institutions to achieve their business, academic, and strategic objectives. Leveraging my diverse expertise in strategic planning, data-driven decision-making, organizational change management, and performance improvement to drive growth, optimize operations, and foster an environment of continuous improvement.

### Amplify Education

**Senior Vice President and General Manager, Consulting** • Brooklyn, New York, USA

**01/2012 - 09/2015**

- Oversaw the \$16M Amplify Consulting unit P&L, boosting profit by 4.7x over 3.5 years while delivering agile-developed, custom technology solutions at scale.
- Coming into a traditional software development organization, worked with finance, legal and HR operations teams and implemented many new operational best practices for the new consulting lines of business.
- Grew annual Consulting revenues by over 40% by leading business development and sales activities for all Consulting contracts signed by Amplify and authoring many winning proposals that resulted in highly successful engagements.
- Recruited and led a high-performing team of 100 customer-focused consultants, project managers, engineers and subcontractors working on client-facing engagements, providing executive leadership and fostering a results-driven environment.

- Significantly improved employee retention and job satisfaction by cultivated an environment that fostered success, professional development, and personal growth, introducing a new consulting career path, creating a project management Center of Competency, and offering new employee benefit programs.
- Engaged on most complex engagements to mentor teams and provide data analytics expertise, top-notch project management guidance, and lead organizational change management efforts, ensuring the success and high client satisfaction of each engagement.

## **IBM Corporation**

**Associate Partner and Project Executive, Public Sector • Southbury, Connecticut, USA**

**01/2005 - 01/2012**

- Reporting to the IBM Vice President of Public Sector Analytics, managed the Education Industry business analytics and optimization data solutions business and acted as a Project Executive on the portfolio of client engagements.
- Doubled annual revenue from \$10M+ to \$20M+ by establishing the market strategy and overseeing a diverse portfolio of analytics and optimization data solution projects across the K-12 and Higher Education markets.
- Enabled client academic decision-makers to optimize their data assets for increased accountability and enhanced student achievement by offering thought leadership and mentoring in education data warehousing and data analysis to IBM delivery teams.
- Effectively led a \$25M SaaS development project for a top provider of K-12 computer-adaptive assessments, enabling the client to support up to 4M concurrent users and double their revenue over the next four years.

### **Prior IBM Experiences**

- Directed numerous client-facing teams dedicated to assisting Public Sector organizations in harnessing their extensive data assets to deliver outstanding services to their constituents.
- As a member of a start-up software development team, contributed to building a solution that applied advanced data analytics and machine learning algorithms to large healthcare databases for identifying fraud and waste, ultimately leading to the successful launch of a new IBM product.
- Spearheaded customer success efforts in implementing the IBM Fraud and Abuse Management solution for a diverse range of public sector, healthcare, and insurance clients, consistently delivering high client satisfaction and maximizing the return on their fraud and abuse management investments.

## **Global Community Charter School**

**Volunteer • New York, New York, USA**

**07/2012 - Present**

- Actively served as a volunteer on the Board of Trustees for a dynamic, nonprofit IB public charter school in Harlem, holding positions such as Vice Chair and Treasurer, and contributing to the Executive, Academic, and Finance Committees.
- As Board Treasurer, worked closely with the school leadership team, ensuring strong budgeting, forecasting, and financial reporting processes, compliance with regulatory requirements, accounting principles, and internal controls.
- Presently serving as the Founding Board Chair of Friends of GCCS, Inc., successfully leading the purchase of the middle school facility and a \$21.6M bond issuance in collaboration with the school's CFO and School Board Treasurer.

## **EDUCATION**

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### **MBA in Operations Management**

Rensselaer Polytechnic Institute

### **BS in Computer Science**

Rensselaer Polytechnic Institute