

PROFESSIONAL SUMMARY

Professional Services executive with proven expertise in expanding products and program lines, increasing revenue, and capturing market share in highly competitive US and international markets. Skilled in P&L management, strategic planning, initiative management, operations, and team building. Consistently meets and exceeds all revenue and development expectations. Dynamic record of top performance in developing teams that are able to achieve aggressive goals and penetrate untapped markets. Solid leadership competencies with particular expertise in business development, customer retention, and a passion for customer service.

Subject Matter expertise includes:

- Account Expansion
- Account Retention
- Customer Relationship Development
- Contract Negotiations
- Budget Planning
- Business Plan Development
- Change Management
- Entrepreneur
- International Business
- Operations Streamlining
- Process Reengineering
- Profit Building
- Restructuring
- Staff Development
- Team Leadership
- Consulting Services
- Organization and Communication
- Productivity & Performance Improvement

PROFESSIONAL EXPERIENCE

Software Solutions Company

2008 – 2009

Technology Solutions for the Energy Trading Market

Vice President of Global Services

Led 120 staff members, including nine Directors in the delivery of global consulting and training solutions to accelerate software implementations, with a focus on creating customer profitability and a demonstrable ROI.

- Quickly grew the department through intensive recruiting practices, including hiring four of the nine directors.
- Streamlined company processes by initiating several new operational strategies, including the definition and selection of new staffing and billing processes and software solutions, and the development of a project management methodology and training program.
- Restructured training curriculum to accelerate employee ramp-up, while simultaneously creating a new revenue stream by delivering it to customers.

RTM CONSULTING

CANDIDATE RESUME

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Software and Services Company

2003 – 2008

Technology Solutions for Telecom Industry

Senior VP of World Wide Services

Ensured customer satisfaction by guiding the efforts of eight direct reports (three vice presidents, three directors, and two managers) and 142 other professionals in delivering top-notch business services to clients worldwide. Managed a P&L of \$40M revenue in support of five professional service divisions: Consulting, Training, Support, Hosted Services, and Customer Care. Continually strived to augment revenue and profit margin by creating service solutions that retained current clients as well as attracted new ones.

- Substantially increased overall customer satisfaction by 35% and in key accounts such as AT&T, by 60% through a 100% delivery on commitments and by solving the customer's business problems instead merely delivering a project .
- Instituted aggressive campaigns to increase divisional revenues by focusing on repeat business. Grew the revenue generated by Consulting's existing customers from \$2M in 2003 to \$14M in 2008; increased recurring revenues of Hosted Service from \$2M to \$10M in three years.
- Decreased employee attrition rates from 25% to 5% annually through creative compensation.
- Increased billable utilization rates by 55% through tight operational controls, incentive plans, and reduction of project cost overruns.
- Continually increased product quality and functionality by creating solutions such as within the Consulting division that linked clients with product development for better feedback.
- Implemented various cost saving strategies, including the establishment of an offshore consulting practice in Mexico that decreased operating costs \$3M in the first year.

SIEBEL SYSTEMS, INC

2002 – 2003

A provider of customer relationship management software solutions with 6,000 staff and \$1.2B in annual revenues.

Area Vice President, Professional Services

Led seven direct reports and more than 320 professionals in the sales and delivery of consulting services to the southern US, Central America, and South America. Managed a P&L of \$64M revenue supporting the development of the services customer base while containing costs.

- Turned around a consistent decline in quarterly profits by focusing on building the customer base, resulting in an increase in revenues of \$2M per quarter.
- Attained the highest operating margin in the Global Services division by eliminating production redundancies and focusing on developing sales.

JACADA, INC.

1999 – 2002

A provider of infrastructure software solutions with 200 staff and \$25M in sales.

Senior Vice President of Operations

Positioned the organization to increase the growth of global license revenues by directing eight direct reports and more than 110 professionals in the support of customer service and back office functions. Managed a P&L of \$15M to align the initiatives of Consulting Services, Training, Customer Support, Human Resources, Legal, Internal IT, and Facilities.

- Doubled the size of Consulting Services in just two years, both in headcount and revenue, evolving it from a support organization into a profit center generating 35% margins.
- Established an internal training organization that not only allowed the company to train its own growing company base, but also generated revenue and a 40% net margin.
- Successfully directed the acquisition and total integration of Propelis, Inc. into Jacada.

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Peoplesoft, INC.

1995 – 1999

A provider of customer relationship management software solutions with 7,000 staff and \$1.5B in annual revenues.

Vice President of International Services / Vice President of Emerging Markets / Regional Vice President

Progressive record of positions with increasing responsibility, culminating as Vice President of International Services, leading the strategic and operational growth of PeopleSoft in international markets. Directed up to 550 professionals in maximizing revenues and profit margins while ensuring the business goals of the organization are met. Established and maintained relationships with industry-leading third-party consultants including Accenture and KPMG.

- Created innovative business solutions that grew Consulting and Education profitability, expanding staff from 80 to 550 with a 30% margin, and increasing revenue from \$11M to \$150M.
- Established new consulting services in nine countries, substantially increasing revenue.
- As Vice President of Emerging Markets, created and initiated industry practices for Financial Services, Government, Healthcare, and Manufacturing that increased the number of consultants from zero to more than 120 in only six months.
- As Regional Vice President, expanded the region from 50 to 150 consultants and improved employee satisfaction by 120% in only nine months.

Dun & Bradstreet Software, INC.

1987 – 1995

A provider of ERP software solutions with 1,500 staff and \$300M in annual revenues.

Director, Latin American Professional Services

Consulting Manager, Latin American Professional Services

Project Manager, World Wide Consulting Operation

Design Engineer, World Wide Consulting Operation

Systems Engineer, Central Customer Support

**RTM CONSULTING
CANDIDATE RESUME**

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EDUCATION

Bachelor of Business Administration, Computer Information Systems
Georgia State University, Atlanta, GA

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