

CANDIDATE RESUME

PROFESSIONAL SUMMARY

The candidate is PMP and CSM certified with 20 years of the background in PLM (Product Lifecycle Management), SCM (Supply Chain Management) and Workforce Management enterprise software applications. The candidate has consulting experience in leading clients in process transformation, design, configuration and validation implementation methodology. The candidate possesses exceptional organizational, managerial and professional services selling skills with an entrepreneurial spirit.

The candidate is experienced in managing complex project implementations involving cross-functional subject matter experts.

The candidate is skilled in managing expectations, business acumen, consulting acumen, relationship building, organizational readiness and solving business related pain points for client stakeholders.

The candidate demonstrated a strong understanding of Consulting and the Professional Services Practice, with deep experience in financial analysis and analytics with respect to Professional Services business.

The candidate possesses direct experience in building optimal Services Organizational Structures.

PROFESSIONAL EXPERIENCE

VICE PRESIDENT, PROFESSIONAL SERVICES

2016 - 2019

- Managed all activities related to Professional Services Operations.
- Built Sales Training LMS (Learning Management System) within Professional Services.
- Conducted consulting services offerings with Sales subscription-based selling campaigns.
- PMO Lead, Customer Success and De-escalation Management
- Built the RMO from ground-up to staff projects at the right time with the right resource with the right skills to ensure project and customer success.
- Reduced bench-time of Consultants by 20%

PROGRAM MANAGER, PROFESSIONAL SERVICES

2005 - 2016

- Managed complex project implementations involving cross-functional subject matter experts.
- Planned, directed and led software implementation projects for clients.
- Defined and documented client vision and transformation strategies.
- Leveraged governance models that aided in executing on vision and realizing business value.
- Identified new business opportunities at clients' sites.
- Generated services growth within the current projects by selling incremental services.
- Worked closely with software Sales to craft comprehensive account plans and strategies.
- Managed financials of the project including cost, revenue, margin and investment.
- Authored multi-million-dollar Professional Services SOW's
- Mentored 6 Direct Report PM's

PROJECT MANAGER

1998 - 2005

- Built from ground-up a PMO (Program Management Office), launched Operations including all tools and working methods for deployment.
- Conducted supply chain management launch and implementation services for an e-Commerce b2bBuyer platform and Logistic functions to Ford Motor Company.
- Directed cross-functional teams made of Business Analysts, IT, System Admins, Adoption Specialists, Operations and Finance.

EDUCATION	MICHIGAN STATE UNIVERSITY	1991
	Bachelor of Business Management	
	PROJECT MANAGEMENT INSTITUTE	2004
	PMP	
	SCRUMVERSITY	2020
	CSM	

SKILLS

- Trusted Advisor
 - Agile Methodology
 - Risk Management
 - Resource Planning
 - Business Development
 - Team Leadership
 - Quality Assurance
 - Consulting Skills
 - Facilitation
 - Account Management
 - P&L Responsibility
 - Governance
 - Waterfall Methodology
 - Planning
 - Customer Satisfaction
 - Client Transformation
 - Adoption
 - Technical Support
 - Analytical Skills
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CANDIDATE RESUME

PROFESSIONAL SUMMARY

The candidate is an Executive Services Professional with 20+ years of experience, specializing in SaaS implementations, customer success, enterprise-level sales, and P&L management. The candidate is adept at coordinating with C-level executives and stakeholders to define organizational strategy and roadmaps. The candidate has a proven track record of leading digital transformation initiatives and delivering state of the art supply chain capabilities for Fortune 500 customers.

PROFESSIONAL EXPERIENCE

DIRECTOR, PROFESSIONAL SERVICES **Multiple Positions Between 2004- 2020**
SENIOR DIRECTOR, SOLUTION CONSULTING
VP, PROGRAM MANAGEMENT
VP, PROFESSIONAL SERVICES

- Managed solution deployments.
- Headed global Program Management team.
- Led overall PS responsibility, first at a regional level, and then at a BU level.

SENIOR MANAGER **2000 - 2004**

- Implemented supply chain solutions across global manufacturing sites.
- Performed implementation of the supply chain collaboration solution.

PRODUCTION BUYER **Multiple Positions Between 1994 - 2000**
SENIOR PRODUCTION BUYER
SAP IMPLEMENTATION MANAGER
PURCHASING MANAGER

- Started as a commodity buyer.
- Helped to implement SAP.
- Ran divisional procurement organization.

EDUCATION

UNIVERSITY OF NORTH CAROLINA **2008**

MBA

PROJECT MANAGEMENT INSTITUTE **2002**

PMP

MIAMI UNIVERSITY **1994**

BS BA

SKILLS

- Program Management: Strategy Development, Forecasting, Global Procurement, Supply Chain Strategies, Innovation, Solution Delivery, Solution Selling, Business Development, Data Driven Decision Making
- Finance: P&L Management, Budget Development, FP&A
- Organizational Lifecycle Management: Startup, Hyper-growth, Pre-IPO, IPO, PE, M&A
- Customer Success: NPS, Client Relations, Reference-ability, Churn Reduction, Risk Management

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- Professional Services: Profitability, Utilization, Rate Management, Revenue Generation Services Selling, Managed Services, Product Delivery
 - Change Management: Continuous Improvement, Business Process Improvement, Process Re-engineering, Innovation
 - Leadership: Organizational Development, Team Management, Relationship Management, Cross-Functional Leadership, Talent Management, Stakeholder Management, Vendor Relations, Client Relations, Strategic Planning, Emotional Intelligence, Operations Management
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