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TECHNOLOGY OPERATIONS AND LEADERSHIP

Ph.D. (Theoretical Physics), BS (Computer Science/Hardware Track), COO of Technology Project Development/Execution, with more than 20 years of cross-discipline/cross-cultural technical leadership experience that successfully drove and mentored software/hardware development projects involving **100+** engineers across **10+** countries with more than **\$70 million** in annual gross revenue.

Experience includes serving as Director of Quality and Release for Knowledge Factor Inc. in Boulder, Colorado, with responsibility for managing a **\$350,000** infrastructure budget, and **8 direct/14 indirect** reports that accomplished the following 4 items: 1) Reduced infrastructure cost **25%**; 2) Increased per-VM capacity of system more than **300%**; 3) In 12 months improved from once weekly system downtimes, to **99.98%** system availability; and 4) Increased automated test coverage from **10% to 85%** while decreasing average time to release from **6 weeks to 2 weeks**.

AREAS OF TECHNICAL KNOWLEDGE

Managing Automated Testing Frameworks (including Agile Test) | Directing SEO/Digital Marketing Campaign | Design for Manufacturability (DFM) | Strategic Finance for a Startup | Tier 2 and Tier 3 Technical Support | Multiple Program Management

CAREER HIGHLIGHTS

- **Managing Highly Successful Startup Situations:** Increased revenue over **2.5** years at a medical device startup by **1,000%**. Consequently, build a nationwide network of more than **120** independent sales representatives and distributors. Increased number of providing clinics by **400%**, from one state to **8** different U.S. states while simultaneously implementing a comprehensive system of quality checks in clinic, designing, and manufacturing, which proved instrumental in reducing quality/fit issues by **900%**.
- **Increasing SaaS System Availability:** Increased system availability of a database - Centric SaaS system for Knowledge Factor Inc. from once weekly unplanned downtime to **99.98%** system availability. Increased automated test coverage to **85%**, implemented reliable and reversible deployment procedures, reducing planned downtime **5-fold**. Additionally, introduced and managed a best in class **Incident Management System** which encompassed a fully redundant and geo-diverse hosted infrastructure.
- **Instituting Cost Reduction Strategies:** Managed a large, multi-discipline cost reduction project that included bringing engineers from around the world to the Vestas Brighton factory location. In less than **6** months, removed **40%** of cost from their yet-to-be launched **2.2MW** turbine system by gaining support of the SVP of global R&D and his VPs that eliminated the previously established silos between the engineering organizations.
- **Directing Multi-Million-Dollar Project Engagement:** Entrusted by senior management with leading a **\$70+ million** software deployment project for a multi-national telecommunication company encompassing over **100+** engineers in **10+** countries, which included establishing low and high cost development centers, resulting in a major feature enhancement release for their CDMA wireless system.

WHAT OTHERS SAY

"Dean is self motivated and versatile, able to manage multiple projects in tandem. He's ethical and trustworthy, and able to think strategically while executing. He pushes tasks through to completion and is able to pivot when necessary. He can be effective at any role he puts his mind to, which is critical in startup. I recommend him without reservation."

...**Diana Hall**, President and Founder of ActivArmor

"Dean assumed a role associated with considerable complexity and management challenges. During the whole project Dean exceeded expectations in deliveries and solutions to problems and obstacles that arose. The specification of the product was changed at some point where Dean found innovative solutions to market demands. Dean delivered the first prototype on time and with margins left in the budget to allow for a few bonus features requested by the market. I can highly recommend Dean to any position that requires general management with swift sense for meeting market demand within time and budget limits."

...**Philip Nyströmer**, CEO at NOW Electronics

KEY COMPETENCIES

Decreasing Product Quality Issues | Building a Distribution Network | Achieving Sustainable Revenue Growth | Securing Seed Funding | Instituting Cost Containment Strategies | Building & Leading High-Performing Teams | Contract Management

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

ActivArmor/3DMedScan ▼ Pueblo, Colorado ▼ 2017 to Present *(Medical device startup)*

Chief Executive Officer– Scope of duties consist of providing hands-on strategic leadership cross all functional areas that included securing more than \$1 million investment, which proved instrumental in achieving 1000% revenue growth over a 2-year period.

- Led nationwide expansion from Colorado into 8 states and over a dozen providing clinics. Led SEO campaign resulting in ActivArmor on the first page of Google non-paid search results for key terms.

Knowledge Factor ▼ Boulder, Colorado ▼ 2013 to 2017 *(SaaS learning software startup)*

Director of Quality & Release – Implemented all quality, deployment, and IT stability structures and processes, at this mid-size SaaS startup. Led the organization from experiencing weekly system outages to achieve 99.98% availability.

- Managed low-cost engineering centers in Colombia and Argentina, to implement comprehensive load and performance testing.

Covidien, Inc. ▼ Boulder, Colorado ▼ 2012 to 2013 *(Multinational medical device company)*

Senior Director, PMO Sustaining – Managed a portfolio of 40 to 50 sustaining/maintenance projects, and a dozen PM's. Implemented efficient and lean project steering functions to balance overall risks, resources and goals.

- Significantly increase on-time delivery of the many small projects in the program. Increased visibility and concise reporting gave sponsors and upper management higher confidence in the Sustaining Program.

Spitfire, Inc. ▼ Firestone, Colorado ▼ 2012 to 2013 *(High-end software consulting company)*

Solution Manager, Business Analyst – Worked as a client PM at this small software consulting firm. Worked closely with clients surveying dozens of possible CMS tools, identified proper solution for customer requirements, and finally designed and implemented a solution for a video ad management tool.

- Within 2 weeks of the initiation with a new client and unfamiliar technology, was able to lead the client and the consultants efficiently towards the solution implementation.

PRIOR 2012 PROFESSIONAL EXPERIENCE

Vestas, Inc. ▼ Louisville, Colorado ▼ 2011 to 2012 ▼ Director of PMO, Senior Manager

Ericsson, Inc. ▼ Boulder, Colorado ▼ 1997 to 2010 ▼ Director of the PMO & Director of Engineering

Alcatel, Inc. ▼ Richardson, Texas ▼ 1995 to 1997 ▼ Technical Staff Member, III

ACADEMIC CREDENTIALS & PROFESSIONAL DEVELOPMENT

Ph.D., Theoretical Physics, University of Oklahoma, Norman, Oklahoma
BS, Physics & Computer Science/Hardware Track, Oklahoma City University, Oklahoma City, Oklahoma

ENDORSEMENTS

"I was privileged to work alongside Dean at Knowledge Factor (Amplifire). Dean is an excellent Technical Leader that brought new ideas and an open mind. Dean was always willing to expand his role and reach out to other groups helping them through tough decisions by providing leadership and solutions to challenging problems. Dean is detail oriented, flexible, and a great balance between technology and business leaders that proved successful in building partnerships across the organization. Dean is the type of individual where you give him an opportunity and he turns that opportunity into a success. It would be a pleasure to work with him again in the future."

...Bryan Merchant, Knowledge Factor