



Raising ROI in growing companies through increased sales and operational efficiency

Career At A Glance



My

Role: Chief Operating Officer; SVP of Strategy and Operations; Chief Customer Officer; SVP of Professional Services

Company: Technology based product and services companies. Mature Startups to Large Public Companies

My Strengths

- Define cross company strategy and create a clear operating path across multiple business units
- Execution of Operational goals to create efficiency and reduce redundancy
- Strong internal/external collaborative leader and decision maker using adaptive change management to build strong inclusive cultures that exceed expectations.
- Strategic Executive adept at building scalable organizations prepared to navigate future business challenges

My Traits

Team Leadership	<ul style="list-style-type: none"> • Accomplished major organization transformations • Maintain inclusive cultures
Impact Driven	<ul style="list-style-type: none"> • Have made specific impact on many organizations in terms of team size, revenues, operating margins, sales results and market growth
Entrepreneurial	<ul style="list-style-type: none"> • A bias towards action – ownership mentality • Lead with new ideas, new thought processes and operational improvements
Naturally Curious	<ul style="list-style-type: none"> • Self Motivated, a strong curiosity, always looking to improve and innovate. A continuous learner.
Grit	<ul style="list-style-type: none"> • Comfortable setting big picture strategy as well as rolling up my sleeves around the execution



My Results

- Redefined entire business model to increase head-count by 200% and account onboarding velocity by 50%
- Instrumental in driving digital transformation solution process, selling, and pricing model to grow the account base by 37%
- Increased business in Latin America by 42%
- Increased business in Canada by 120%
- Instrumental in driving a total organizational redesign and transformation of 1500 people by merging 2 businesses

Analytical	<ul style="list-style-type: none"> • Process-oriented approach to solving problems, looking for patterns
Relationship Builder	<ul style="list-style-type: none"> • Understand various perspectives and goals of many stakeholders at various levels in the organization and work to find common ground
Problem Solver	<ul style="list-style-type: none"> • Results-oriented thinker able to solve challenging business problems at the root level and translate that into execution plans
Multi-Disciplinary	<ul style="list-style-type: none"> • Adept at and enjoy juggling multiple priorities concurrently

PROFESSIONAL EXPERIENCE

VISTAGE WORLDWIDE — (CEO PEER GROUPS)

Chair Lead and CEO Coach

2023 – PRESENT

CEOs are on a climb every day. They want to elevate their businesses, their leadership, their employees, and their lives. Their best chance of reaching those peaks? An experienced facilitator and guide who knows the lay of the land, a trusted team of peers who've got their back, and world-class resources that keep them on course in any environment. In other words, Vistage.

BOLT FINANCIAL— (eCOMMERCE SAAS RETAIL NETWORK)

Vice President, Global Services

2021 – 2023

Responsible for defining, leading, and growing Implementation and Services for the Bolt's suite of products serving the eCommerce community in a SaaS environment. Drove process definition and improvement across multiple divisions to create a seamless working environment. Identified redundancies, inefficiencies and strategies that did not suit the mission and worked to redefine our go-to-market vision. Grew the team by 200%; On track to launch/enable \$2B of GMV in the first half v. the previous fiscal year of \$200M.

MICROSOFT

General Manager, Microsoft Consulting Services

2019 – 2022

Responsible for leading half of the US Geography for Microsoft Consulting Services, including a key focus on working with our customers to define, implement and manage their digital transformational experiences with the breadth of Microsoft's technology including Modern Workplace, Business Applications and Azure cloud services (Data, AI, Apps and Infrastructure). Employed a high degree of change management driving new solutions, delivery models and organizational effectiveness.

HEWLETT PACKARD ENTERPRISES—(DIVESTED TO MICROFOCUS IN 2018)

Vice President, Americas Software Services

2016 - 2018

Responsible for directing the Americas Services team for HPE's Software Division. The span of control includes both Sales and Delivery for the IT Operations Management, Application Delivery Management, Big Data and Education Services in the US, Canada and Latin America leading ~400 sales, consulting, and business support professionals delivering about \$170M in revenues in large enterprise customers with full P&L Management.

MICROSOFT

General Manager, Commercial Services

2008 – 2016

Responsible for leading and shaping Microsoft's Enterprise Services business to include both Consulting and Support organizations. Drove the Enterprise Services selling strategy and quality consulting delivery business of about \$500M with nearly 500 people. Impact US and World-wide measures of business success including quota accountability, delivery accountability, customer satisfaction, emerging and incubating technology units, or relevant scorecard metrics as well as participate in strategic and/or escalated sales opportunities and "C" level customer relationships.

CM MITCHELL CONSULTING

Chief Operating Officer

2007 - 2008

CMMC provides Enterprise Content Management solutions as well as Oracle Applications consulting. Acting as distributor and partner to leading ERP and ECM Product vendors allows the company to assist customers in choosing the most appropriate solution for their business needs. Responsible for the overall vision, strategy and direction for the company including Sales, Professional Services, Software, and Partners.

HYPERION SOLUTIONS – (PURCHASED BY ORACLE CORPORATION IN 2006)

Vice President, Americas Technical Services

2004 – 2006

Directed the North American Professional Services delivery and Services sales division as well as the Pre-Sales (Technical Sales) Division. Full Responsibility for \$80MM P&L and over 350 People as well as \$500M of influenced revenue.

VITRIA TECHNOLOGY, INC.,

Vice President, Worldwide Pre-Sales

2002 – 2004

Responsible for the Pre-sales organization to support the Sales teams in every aspect of the sales cycle, as well as creating a dynamic team that could produce quality content, demos, account plans and a career development path. Responsible for over \$350M of influenced revenue.

ORACLE CORPORATION

Group Vice President, Higher Education & Health Care Vertical

1992 – 2002

Directed and managed the growth of Oracle's National Higher Education and Health Care Consulting/Professional Services division. Managed P&L with revenues of \$180M and 400 consultants, sales professionals, and operational personnel.

OTHER ACTIVITIES

Board member of NPower Charlotte (non-profit) – 2011- 2013

Founding board member of the Technology Professional Services Organization (TPSA) – 2005

EDUCATION

B.S. Management/Computer Information Systems, Park University

Certified Business Coach

Leadership Certificate—Cornell University