

## ***Consumer Electronics & Digital Media Executive***

Innovative, results-driven executive with decades of proven experience throughout technical planning and strategic executive leadership for start-ups, turnarounds, and growth-driven enterprises.

**Executive Leadership** – Expertise in transitioning start-ups from zero to hundreds of millions in revenue. Cross-functional leader having steered multidisciplinary, global project teams to consistent delivery of solutions on time and within budget. Wide-ranging knowledge in insurance, finance, telecom, and digital media industries, as well as all-inclusive capacities including IT, program management, operations, QA, and professional services.

**Technical Project Management** – Drove full lifecycle project planning, architecture, and global deployment of hardware and software (HW/SW). Earned reputation for reliable execution of complex, multi-faceted endeavors in demanding environments. Expert problem solver with balanced focus on strategic planning, timely risk analysis, and tactical delivery. Stand-out collaborator and negotiator with vendors and clients.

Strategic Resource Planning | Product Lifecycle Management (PLM) | Staff Development  
Rapid Growth & Turnaround Operations | Design-to-Delivery Quality Control | Risk Management  
PMO Best Practices | PLC | Delivery, Verification & Acceptance | Change Management  
Service Delivery Models | Financial Monitoring | Over The Top (OTT) Platform

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### ***PROFESSIONAL EXPERIENCE***

**Confidential Corporation** | Burbank, CA | 2010 – Present  
***Vice President of Operations & Quality Assurance***

Spearheaded all facets of digital content delivery including consumer NPI HW/SW. Joined as Technical Project Manager of new, leading edge product introductions, and quickly advanced to head up Operations and QA.

**Confidential Corporation** | San Jose, CA | 2000 – 2010  
***Executive Director, Global Technical Services & Support***

Led global teams in development of HW/SW integration technology services including delivery of top flight solutions, integration, and deployment to customer/partner labs, development and production environments, with ongoing support. Managed product lifecycle with joint design manufacturers (JDM) and original design manufacturers (ODM) to execute development through delivery. Partnered with clients including AT&T U-verse, Bell South, Qwest, BT, Bell Canada, Telmex, and Telstra.

Oversaw planning, schedules, and resources against customer requirements, delivered customized product engineering (gateways, STB, CMS), customer QA and release processes, and migration. Leveraged MS Project to track scheduling, estimating, coordinating, controlling, budgeting, and staffing. Utilized DLNA, RVU, UPnP, xDSL, GPON, WiFi, IPTV, online video, and Video Head End solutions.

#### **Specific Contributions:**

- Designed, launched, and owned Global Technology Operations Infrastructure HW/SW Environments.
- Developed ISO 9001 certified vendor governance, quality software testing, and release processes.
- Directed 24X7 operations of Global Data Center, Network Operations Service, and Support Contact Center.
- Designed and implemented business continuity, DR planning, site development, and certification.
- Created and launched infrastructure for Global Customer Care Call Center systems.
- Ensured consistent compliance of Finance and IT to Sarbanes-Oxley audits and controls.
- Led outsourcing and off-shore relations with HW/SW development partners and subsidiaries.

**Confidential Corporation** | San Francisco, CA | 1993 – 1999

**Owner – Business Development, Systems Architecture & Development, ERP**

Directed teams in technology implementation planning, product and service acquisition management, technical project management, quality process implementations, sustainable best practice methods, as well as metrics and audits. Select projects include the following:

- ABC Communications – Managed SIEBEL SFA implementation, reporting to the CIO and accountable for all vendors and HW/SW partners. Consolidated existing multi-national disparate systems, redesigned international business processes and regional sales currency roll-ups, managed data conversions, developed training, and launched integrated Sales enterprise platform worldwide. **Saved \$1.5M+ in vendor contracts.**
- DEF Communications – On behalf of Harris Bank in Chicago (Alltel financial customer), defined business requirements, call flows, and IVR logic through designing and managing implementation of Aspect Contact Center Technologies. **Realized 40% improvement in customer “one-call” service resolution during first live quarter, and resulted in implementation for other Alltel financial SW customers.**
- GHI Communications – For PeopleSoft corporation, led global team through analysis of disparate financial systems data, technical planning of consolidating international systems data, execution of data conversion plan, quality testing, and production support. **This model was used by PeopleSoft Global Services for future systems consolidation projects.**

Additional Previous Experience:

**Vice President, Information Systems** | Confidential Corporation | Hartford, CT

Directed systems projects including data modeling, database administration (Managed Care, Mental Health, Medicare Systems), and managed IBM MVS, Client Server, and Software Engineering. Participated in acquisitions and subsequent technology integrations of subsidiary systems. Ensured consistent software QA.

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## PROFESSIONAL DEVELOPMENT

Academics:

Graduate Studies – Data Modeling, Criminology | Confidential University | Hartford, CT

Bachelor of Science | Confidential University | New Haven, CT

Certifications:

Strategic Decision & Risk Management | Confidential University Professional Certificate Program (*in progress*)

Project Management Professional (PMP), Credential #555555 | Confidential University | Boston, MA

Sarbanes-Oxley/Healthcare Provider Certification BLS CPR & AED | American Heart Association

Certified Database Modeling & Certified Database Administration

Additional Trainings:

- Executive Management Training (IBM)
- Sarbanes-Oxley IT Controls
- PeopleSoft/SAP Boot Camp – Financials/Manufacturing
- Rapid Application Development (RAD)
- Agile PLM Software
- Scrum Development Methods, Tools, Techniques & Audit
- Kaizen, Lean Six Sigma Quality Practices