

## CAREER GOALS AND ASPIRATIONS:

Strategic visionary and thought leader with great client facing skills and 18 years' experience building and managing productive teams; strengthening revenue, profit and competitive advantage. I thrive on creative and complex operational and technical challenges.

My soft skills, teams/client facing skills and viral positive nature allows me to build productive team's in turn strengthening the culture of a company, in turn its market share, revenue, profit and competitive advantage. Core competencies and strengths spanning:

- **Business Operations / Product Strategy**
  - **Account Management / Client Relations**
  - **Sales / Business Development**
  - **Program / Project Management**
  - **Process Engineering / Compliance**
  - **Agile / SCRUM / SDLC / Methodologies**
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## Selected Highlights

- Awarded "Consultant of the Year" in both 2011 and 2013 for driving and owning successfully delivery of firm's most complex projects and critical relationships.
  - Successfully managed through to production large agile software development engagements for one of the global leader in commercial jet leasing companies, and for the most recognized financial services companies in the world, consisting of blended offshore teams in upwards of 15+ onshore and 35+ offshore development resources.
  - Integral and responsible for growth of a professional services consulting firm achieving 30% YOY growth, resulting in a staff of 70 and \$8m over a period of 6 years.
  - Managed corporate compliance mandates and audits, such as European Union (EU) Openness Interoperability Principles Initiative (OIPI), Sarbanes-Oxley (SOX) Section 404, Section 508 and FAS 86.
  - Key member of PMO that managed \$100m enterprise software development project to centralize operations for large retail conglomerate, noted by Arthur Anderson as the, "*Re-engineering project of the decade.*"
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## EXPERIENCE

### Professional Services Manager

10/14 – Present

SPLUNK INC. - San Francisco, CA ([www.splunk.com](http://www.splunk.com))

Splunk is the leading software platform for machine data that enables customers to gain real-time Operational Intelligence. Our company's mission is to address the challenges and opportunities of managing massive streams of machine-generated big data. More than half of the Fortune 100 and thousands of enterprises, universities, government agencies and service providers use Splunk software to harness the power of their machine data for application management, IT operations, security, web intelligence, customer and business analytics and more.

### Principal Consultant / Client Partner Engagement Manager

9/11 – 9/14

MAGENIC TECHNOLOGIES - San Francisco, CA ([www.magenic.com](http://www.magenic.com))

GROCERY RETAILER – Grand Rapids, MI.

3/14 – 9/14

- Built and proposed SOW that led to company's largest signed contract in history, equating to \$8m over a 5 month period, and the placement, hiring and onboarding of 80+ consultants spanning a wide range of roles including project managers, business analysts, architects, UX/UI designers, engineers and testers.
- Managing client engagement, and program via SharePoint Dashboard including 5 core teams developing state of the art store pickup, ship to home products across web and modalities such as iPhone, Android, and iPad applications.

COMMERCIAL JET AIRCRAFT LEASING COMPANY – Los Angeles, CA.

10/12 – 2/14

- Managed a \$5m custom platform development and integration engagement, developing maintenance reserves, asset, fund and lease management modules with complex calculations engine in order to streamline and automate the accounting and forecasting of the company's operations and financial reporting. Managed agile software development team using SharePoint and TFS consisting of a blended onshore (10+) and offshore (6+) development team.

FINANCIAL SERVICES COMPANY – Foster City, CA.

9/11 – 10/12

- Managed the development and implementation of revolutionary \$10m mobile and web application for the most recognized financial services company in the world. Agile software development team utilizing blended onshore (15+) and Philippines offshore (35+) development resources.

### OTHER

- Awarded "Consultant of the Year" in both 2011 and 2013 for driving and owning successfully delivery of firm's most complex projects and critical relationships.

**Director of Professional Services (Microsoft Server Marketing)**

5/05 – 9/11

PROWESS CONSULTING, LLC - Seattle, WA ([www.prowesscorp.com](http://www.prowesscorp.com))

- Integral to growth of service offerings and revenue starting with a staff of 15 and \$1.5m, and helped grow the staff to 70+, +\$8m, with offshore operations and SmartDeploy ([www.smartdeploy.com](http://www.smartdeploy.com)) product IP.
- Owned consulting practice, budget, forecast, and personnel, developed new business, managed critical Microsoft projects and accounts developed and implemented operational tools using SharePoint, managed 20+ onshore staff and 3 offshore partners, generating more than 50% of total revenue, achieved 30% YOY growth.
- Averted \$1m per day fines to Microsoft by implementing a blended offshore team to edit and publish protocols and APIs for European Union (EU) Openness Interoperability Principles Initiative (OIPI) compliance mandates.
- Designed, developed and maintained Site Change Tracking System for Microsoft's Server and Cloud Platform Marketing (SCPM) group for a number of Microsoft.com product website properties.
- Migrated Microsoft's intranets MSW and MSLibrary from SharePoint 2003 to 2007, expanding initial 6-week project to \$1m+ annual services contract, managing all editing and publishing efforts.

**Technical Project Manager (Product Management)**

2/04 – 5/05

KINTERA, INC. (*now Blackbaud*) - San Diego, CA ([www.kinterainc.com](http://www.kinterainc.com))

- Implemented agile methodology, led scrum sprint planning sessions, generating highest revenue/market potential and ROI, improved sales, customer satisfaction and organizational performance to develop innovative Software-as-a-Service (SaaS) fundraising solutions.
- Created Standard Operating Procedures (SOPs) and gathered data for Sarbanes-Oxley (SOX) Section 404, Section 508 and FAS 86 compliance audits, facilitated by Deloitte & Touche in preparation of IPO.
- Managed product implementations for American Red Cross and National Parkinson Foundation.

**Business Strategy Consultant (Web and Product Development)**

3/00 – 2/04

ROYMORANZ - San Diego, CA ([www.roymoranz.com](http://www.roymoranz.com))

- Microsoft - product evangelist and spokesperson for Small Business Server at 2003 COMDEX; won PC Magazine's "Best of Enterprise" and "Best of COMDEX" awards
- NxLight (ContractPal) – managed development of electronic signature signing and contracts software, design/code reviews and managed implementations for clients including Novell and Banker's Life & Casualty.
- Park City Entertainment / Lifespan Fitness – researched and developed Pro Forma Business Plan and presented to investors; led design, development and product evangelism of fitness equipment and interactive software.

**Senior Project Manager / PMO (Compliance and Government Relations)**

2/01 – 3/02

DIGITAL SIGNATURES TRUST, Co. - Salt Lake City, UT ([www.identrust.com](http://www.identrust.com))

- Managed development and implementation of Public Key Infrastructure (PKI) for online Single-Sign-On transactions with government organizations such as SSA, DOD, NIH, NTIS, and EPA.
- Enabled company to win government contracts to pass COTS/GOTS and ISO 9000 compliance audits.

**Project Manager / PMO (Operations, Mergers and Acquisitions)**

10/96 – 2/01

ALBERTSONS INC. - Salt Lake City, UT ([www.albertsons.com](http://www.albertsons.com))

- Member of Project Management Office (PMO) who led \$100m enterprise software development project to centralize operations, noted by Arthur Anderson as the, "Re-engineering project of the decade."

**Software Developer (Construction Management Software Applications)**

1/93 – 10/96

PARSONS BRINCKERHOFF INC., Atlanta, GA ([www.pbworld.com](http://www.pbworld.com))

- Designed and developed document control application used by large construction projects around the world, including the \$250m renovation of the Hartsfield International Airport for the 1996 Summer Olympic Games.

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**EDUCATION**

1993 Computer Science, Missouri Western State College, St. Joseph, MO

**Interests**

- Public Speaking - 2010 NWKTC College Graduation Commencement Speaker
- Mountain biking, road cycling, triathlons, mixed martial arts, volleyball, ultimate frisbee, surfing, kite boarding, wakeboarding, snowboarding, hiking and camping
- Artist – acrylics, charcoals and photography
- Weekly Volunteer – Children's Youth Organization, emergency transitional housing for families with children