

ROY MORANZ

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PROFILE:

I am a strategic visionary and thought leader with 20 years proven experience building and managing productive teams and operational prowess; strengthening revenue, profit and competitive advantage.

Customers, management, peers, employees and partners would say that I have a positive and infectious personality, with strong team building and customer facing skills. I am proud of building productive business relationships in turn strengthening the culture of a company. Core competencies and strengths spanning:

- **Customer Success and PS Management**
 - **Business Operations and Process Engineering**
 - **Service Solutions and Offerings Development**
 - **Sales Strategy and Business Development**
 - **Contracts Development and Negotiations**
 - **Blended Offshore Development**
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EXPERIENCE

Professional Services Manager

10/2014 – Present

SPLUNK INC. - San Francisco, CA (www.splunk.com)

- Responsible for negotiating NorCal services contracts, i.e. MSA, PSA, SOW, with the largest, most innovative, influential and disrupting companies in the world, specific to Splunk service offerings in/around security and compliance, IT operations, application delivery, business analytics and the internet-of-things (IoT).
- Responsible for NorCal Professional Services profit and loss (P&L), quarterly and annual forecasting specific to the growth of service bookings (sales), delivered revenue and the management of services backlog (prepaid and postpaid).
- Directly managed a staff of 12, including recruitment, quarterly and annual performance reviews, mentoring and development plans. Staff included engagement managers, solutions architects, consultants and project managers.
- Influenced Global PS Strategy and Operations in the development of PS offerings, including advisory services, outcome-based deliverables and corresponding pricing strategies.
- Established rapport with senior decision makers at partner firms, negotiating and managed partner contracts (CoPros) and services to augment full time staff, in large PS engagements. Rapport with partner firms including Optiv, Concannon, Vivitas, Keos, Armature, Bitsio, Tekstream, etc.

ACHIEVEMENT:

- Achieved **Presidents Club** with the fastest growing public company in the world, experiencing exponential growth from \$302.6m in revenue (1.2k employees) to \$2.2b revenue (4.5k employees) and recognized for scaling service offerings and head count equating to significant services revenue, Splunk product/feature growth and customer success.

Principal Consultant / Client Partner Engagement Manager

9/2011 – 9/2014

MAGENIC TECHNOLOGIES - San Francisco, CA (www.magenic.com)

COMMERCIAL JET AIRCRAFT LEASING COMPANY – Los Angeles, CA.

- 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 in the Philippines.

FINANCIAL SERVICES COMPANY – Foster City, CA.

- 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.

GROCERY RETAILER – Grand Rapids, MI.

- Negotiated SOW that led to company's largest signed contract in history, equating to \$8m over a 6 month period, and the placement, hiring and onboarding of 80+ consultants spanning a wide range of roles.

ACHIEVEMENT:

- Awarded "**Consultant of the Year**" in both 2011 and 2013 for negotiating and managing large blended offshore software development engagements noted above.

Director of Professional Services (Microsoft Server Marketing)

5/2005 – 9/2011

PROWESS CONSULTING, LLC - Seattle, WA (www.prowesscorp.com)

- Partnered with owner to start and grow service offerings and revenue starting with a staff of 9 and \$1.5m, and helped grow the staff to 70+, +\$8m, with offshore operations in the Philippines.
- 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 the total company's revenue, achieved 30% YOY growth.
- Averted \$1m per day fines for 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.

ACHIEVEMENT:

- Contracted by Prowess in 2003 to represent Microsoft as product evangelist for Microsoft Small Business Server (SBS) during COMDEX 2003, and was awarded PC Magazines "Best of Enterprise" and "Best of COMDEX" awards.

Technical Project Manager (Product Management)

2/2004 – 5/2005

KINTERA, INC. (*now Blackbaud*) - San Diego, CA (www.kintera.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 / Project Management / Software Developer

Pre-2004

- (3/2000 – 2/2004) **Business Strategy Consultant** - Park City Entertainment / Lifespan Fitness (Park City, UT) – Partnered with owner to research and develop Pro Forma Business Plan and presented to investors; led design, and development interactive software using fitness equipment as peripheral.
- (2/2001 – 3/2002) **Sr. Project Manager (PMO)** - Digital Signatures Trust (Salt Lake City, UT)
- 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.
- (10/1996 – 2/2001) **Project Manager (PMO)** - Albertsons Inc. (Salt Lake City, UT) - Member of Project Management Office (PMO) leading \$100m enterprise software development project to centralize operations, noted by Arthur Anderson as the, "Re-engineering project of the decade"
- (1/1993 – 10/1996) **MIS / Software Developer** – Parson Brinckerhoff Inc. (Atlanta GA) - 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.

EDUCATION AND TRAINING

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

Interests

- 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
- Public Speaking - 2010 NWKTC College Graduation Commencement Speaker

References available upon request