

PROFESSIONAL PROFILE

I am a sales, marketing, and operations executive who excels at turning around underperforming businesses and integrating technology based acquisitions. I have a reputation for managing and driving change in technology-based companies in the U.S, India, and Europe. My expertise in rationalizing and transforming operations centers and sales organizations while finding strategic partners have been critical to my success.

I ensure business objectives are exceeded by detailed process analysis, exceptional leadership, and executing under stressful conditions. To effectively accelerate organizational change, I use my extensive entrepreneurial background, Six Sigma Black Belt, and IBM training.

My leadership style is open and inclusive. I build teams that deliver outstanding results by leveraging their individual strengths and creating an environment where they are fully engaged. Board Members, CEOs, and peers alike seek my advice on finding companywide opportunities to create substantial value for company stakeholders.

Going forward, I will be a member of the senior leadership team of a company where I use my expertise to improve processes, enhance customer value, expand markets and increase profitability.

PROFESSIONAL CAREER EXPERIENCE

HelpSystems, LLC – Minneapolis, MN

2015 to 2018

\$180MM, private equity owned, international software company focused on developing, selling and supporting solutions in the cybersecurity, IT operations management and monitoring, business intelligence and document management space.

General Manager for Business Intelligence, Capacity Management, Document Management (2015 -2018)

While reporting to the CEO, guided each of these business units through significant change in product lines and go-to-market strategies to deliver profitable growth. Most recently integrated the Capacity Management acquisition into the HelpSystems family, earning it a Top Work Places designation while totally revamping its development roadmap and operational processes.

Xora, a ClickSoftware Company – Minneapolis, MN

2011 to 2014

\$18MM leader in mobile workforce management solutions. Over 14,000 customers ranging from small businesses to large enterprises. Key channel relationships with Verizon, Sprint, and AT&T. Was acquired in March of 2014 by ClickSoftware (CKSW).

Vice President Sales and Customer Support (2013 – 2014)

Responsible for all sales, customer, and channel operations. Led 15-person sales/channel management group and 50 person 24X7 international support staff. Launched new channel and sales organization for increased coverage and sales.

Vice President Customer Support (2011 – 2013)

Led 50-person 24X7 U.S. and India Customer Support organizations which included general product support and Customer On Boarding. Rationalized support organization to provide an improved new and existing customer experience while reducing maximum hold times from 20 minutes to less than a minute. Created account management program for large accounts to ensure long term relationships with critical customers.

API Outsourcing – Minneapolis, MN

2002 to 2011

\$12MM business process outsourcing of accounts payable and billing services to middle market and large corporations. Key channel relationships with Wells Fargo and Fifth Third Bank.

Executive Vice President – Operations (2002 – 2011)

Senior executive directing all sales, technology development, product management, production, and client care for emerging company. Implemented operations improvements via Six Sigma methodologies, which led to over a 50% productivity improvement in 24X5 scanning center.

VistaInfo (Moore Data Management Services) – Minneapolis, MN

1995 to 2001

A \$70MM information provider for the real estate industry in U.S and Canada. Moore Data Management Services (MDMS) was successfully acquired and integrated into VISTAinfo in 1999. Subsequently VISTAinfo was successfully acquired by Fidelity National Financial in 2001.

Interim President and CEO (2000 - 2001)

Directed business strategy and aligned with strong market players to ensure company's viability. Orchestrated sale of VistaInfo to Fidelity National Financial Inc.

Vice President and General Manager (1995 - 2000)

Led North American Sales organization for all lines of business. Acquired two companies to expand product line and market share. Launched new B2B and B2C internet solutions which transformed the company from an MLS book printer to online data provider.

IBM

1978 - 1995

A worldwide leader in computer hardware, software, and services.

World Wide Manager of Marketing and Business Planning for Education (1993 - 1995)

Responsible for revenue generation and profitability of education services for enterprise systems, and networking computing. Led market management, competitive analysis, pricing, negotiation of key alliances and worldwide coordination. Reduced costs by 30% by merging multiple units into a single team.

Consistent advancement through a variety of managerial and executive positions (1978-1993)

EDUCATION

BS Marketing – Lehigh University, Bethlehem, PA (Magna Cum Laude)

Executive Management Program – Kellogg Graduate School of Management, Northwestern University

Certified Six Sigma Black Belt – Breakthrough Management Group