

IT EXECUTIVE fusing hands-on business leadership and technology expertise to drive service and performance levels while expanding revenue streams; excels in product/technology development, *Fortune 100* client interfacing, multicultural team building, P&L management, and consulting operations with experience spanning Europe, Asia, Africa, and South America.

Amplified revenue \$23M – a 57%+ growth – in two years, placing division as #1 in profitability nationwide:

- Diversified Microsoft consulting practice by introducing new solution packages, seminars, and customer training sessions targeted towards *Fortune 100* companies to secure new business and expand existing accounts.
- Bridged collaboration between technology and sales/marketing groups, restructuring division objectives to include up-sell requirements and developing new incentives.

Led startup to \$4.5M, fueling initial software product development and go-to-market strategies:

- Built business pipeline, forging critical alliances with distributors, consumers, and commercial retailers nationwide.
- Company awarded Best Overall Solution by photo retailer industry for Photo Finale® bundle for two consecutive years.

TRANSFORMATION STRATEGIST fostering positive change to coincide with corporate and global market needs; facilitates organizational restructures and introduces best practices to optimize business, operational, and process integrity.

- Overhauled and globalized services model to support 35+ Microsoft subsidiaries with top-level issue distribution and resolution, taking into consideration language, culture, and geophysical specifications for multinational markets spanning Europe, Asia, South America, Africa, and South Pacific; presented to and gained buy-in from Bill Gates.
- Drove premier support center from 29% to 96% cost recovery, reaching break-even by restructuring pricing strategy, transforming operational approach from reactive to proactive, capturing large-scale customers, reorganizing staff, and broadening product mix; boosted customer satisfaction from 72% to 99%.



MS-Engineering Management | XXXXX XXXXX XXXXXXXX

BS-Electronics Engineering | XXXXXXXX University

OND-Electrical & Mechanical Engineering | XXXXXXXX College of Arts & Technology

PROFESSIONAL PROGRESSION

2007-Present: Negotiated and facilitated XXXXXX Ltd.'s profitable sale and ownership transition, remaining with company in consulting capacity; currently pursuing graduate degree in engineering management.

CEO/President XXXXXXXX, LTD. 2002-2007

- Launched software company specializing in digital media desktop, server, and Internet products/services; led full-phase product and portfolio development, promotion, and market introduction.
- Initiated exclusive partnerships with commercial retailers and distributors, including FedEx Kinko's and Avanquest, providing implementation and support services to link consumers with retailers through back-end platform solutions.

Practice Manager [1999-2001] XXXXXXXX 1994-2001

- Held \$40M in P&L accountability for consulting practice providing architectural design, application development, and infrastructure migration services to *Fortune 100* companies, including American Express, Pepsico, American Airlines, and JC Penney; headed team of 100+ personnel and network of local/national Microsoft Certified Partners.
- Appointed as one of three senior managers to facilitate peer practice reviews as well as aid through recruitment and mentoring for divisions in the US, Brazil, Japan, and China.

General Manager, XXXXXXXX [1995-1999]

- Headed multinational technical/engineering teams spanning 1,500+ personnel, overseeing operations, performance, infrastructure, business reviews, and product support; interfaced with enterprise customers and partners.
- Lowered employee turnover from 29% to 4% by refocusing professional development strategies and introducing incentives for performance optimization.

Director, XXXXXXXX XXXX XXXXX [1994]

- Led support engineering teams focusing on Windows NT, Exchange, SNA Server, and Internet server products.

IT Director XXXXXXXXXXXXXXXXXXXX Prior to 1994

- Progressed from entry-level engineering positions to manage 60+ staff engineers and client/server developers while administering \$32M operating/capital budget; facilitated data infrastructure, client/server technologies development, and telecommunications services for 7,500 customers.
- Engineered the first fully automated client server application for microbiology in the US, eliminating various human interface components through OS/2, SQL Server, and LAN Manager platforms.