

**Joe XXXXXXXX**

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XXXXXX, Fl XXXXX  
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**EXECUTIVE PROFILE** \_\_\_\_\_

<i>Executive Leadership</i>	<b>High-performance executive with Fortune 100 technology experience.</b> Consistent success in maximizing performance. Drive growth, profitability and delivery in domestic and international markets. Mentor, motivate, and cultivate a high performance professional environment while building strong customer, partner and staff relationships.
<i>Team Building &amp; Leadership</i>	
<i>Global Delivery</i>	<b>Visionary thinker with global perspective.</b> Conceived and designed a global technical services delivery model to enterprise level customers, developer communities and home consumers. Directed business and technical strategy and direction at country and regional level subsidiaries in 53 countries incorporating best practices.
<i>Customer Relations</i>	
<i>Startup, Turnaround, &amp; Change</i>	
<i>Vision, Strategy &amp; Execution</i>	<b>Team Leadership.</b> Created an environment promoting performance, enabling ongoing skills development and trust. Teams focused on delivery and creativity while managing risk towards a precise set of objectives. Promoted peer reviews and adoption of achievements leveraging best practices.
<i>Product Development Partnership &amp; Alliance</i>	
<i>Channel &amp; Account Management</i>	<b>Strong orientations in operations and services.</b> Developed and contributed to high-level operational initiatives, process reengineering, reorganizations, business and product integration. Branding of initiatives to improve operational efficiencies with buy in from top level executives to front line delivery staff.
<i>Distributed Management</i>	
<i>Technical Services &amp; Consulting</i>	<b>Experienced in advanced technologies and product development.</b> Instrumental in product design, enterprise level software and service solutions. Developed strategies to match business and product development cycles.

**CHRONOLOGY** \_\_\_\_\_

<b>XXXXX, Ltd.</b>	2002-2007
<i>CEO, President</i>	XXXXX, XX

The vision for XXXXXX was to assemble and manage a diverse team to deliver a comprehensive and state of the art set of digital media software products. The products included desktop, server and internet services focused on consumers and commercial retailers. Business objectives of reaching profitability in three years were met successfully.

- Created partnerships with Fed-Ex Kinko's for photo gifting solutions, the two largest independent imaging retailer consortiums for desktop and web solutions, and a global photo kiosk retailers
- Flagship product Photo Finale® awarded as best overall solution by photo retailer industry from 2004-2006
- Reached an alliance with consumer retail channel partner, Avantage for distribution of Photo Finale®
- National reviews, overall solution architecture, strategic partnerships and fiscal standings led to Trevoli's acquisition in December of 2006

**XXXXXXXX**

1994-2001

*General Manager, Practice Manager, Director*

XXXXX, XX, XXXXXXXX XX

*Practice Manager*

1994-1995, 1999-2001

Managed a Consulting Practice within XXXXXXXXX Services with an autonomous P&L in excess of \$40 million, delivering software solutions and services to Fortune 100 customers. A perennial top ranked consulting practice working hand in hand with Sales and Marketing teams, corporate support, local and national partners.

- Developing relationships with Fortune 100 Enterprise Customers, delivering consulting services focused on Application Development and infrastructure migration projects
- Achieved #1 ranking within the U.S. in profitability, customer and employee satisfaction
- Achieved growth in revenues from \$17 Million to \$40 Million in two years
- Promotion of Microsoft Certified Partners integration as an integral component of project deliverables by Microsoft Consulting Services
- As a Senior Practice Manager, provided multiple peer practice reviews in Brazil, Japan, China and U.S.

*General Manager*

1995-1999

Assigned to inject consulting model practices, customer skills and P&L management to premier product support offering for enterprise customers. Upon a successful transformation, the assignment grew to include engineering groups in excess of 1,500 for enterprise level products, finally culminating into a global role leading to the review, design and delivery of a globally distributed support and services delivery model.

- As General Manager of Global Services, developed a "Follow the Sun" model to address growing services needs of over 35 Microsoft subsidiaries across Europe, Asia, South America Africa and South Pacific
- Managed strategic and operational performance, development and growth of over 1,500 technical professionals working directly with customers and partners in Asia, Europe, Latin America and U.S.
- Decreased attrition from 29% to 4% by improving the overall environment, promoting performance and continued investment in skills development

- As Director Of Microsoft Premier Support, achieved 40% improvement in customer satisfaction by developing and executing an operational model based on balancing Readiness, Responsiveness and Resolution
- Managed Microsoft Support Engineering groups responsible for Windows® NT, Exchange, SNA Server, all Internet server products including several major software releases
- Improved cost recovery from 29% to 96% and customer satisfaction from 72% to 99%

XXXXXXXXXXXXXXXXXX

1986-1994

*Director, Information Technology*

XXXXX, XX

Proposed and executed the creation of a client server and telecommunication technology team to the mainframe centric Information Technology division of one of the largest private health care providers in the state of XXXXX. Reporting directly to the CIO, automation and communication within the company quickly became a core competency resulting in increasing speed to market and providing rapid growth to the corporation in a cost effective manner.

- Managed over 60 staff Engineers and Client/Server developers
- Responsible for \$32 Million operating and capital budget
- Designed and implemented the first T3, private network in state of XXXXX connecting 12 regional hospital systems for Data, Voice and Video
- Responsible for Data infrastructure, Client/Server technologies development and Telecommunications for 7500 customers
- Developed the first fully automated, client server application for Microbiology in U.S. on OS/2, SQL Server and Lan Manager
- Complete design of automated time and attendance system including component hardware assembly to engineering software to support all XXXXXX medical facilities

## EDUCATION

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XXXXXXXXXX University

2008 – May 2009

*Master of Science in Engineering Management*

XXXXX, XXX

XXXXX University

1983 - 1986

*Bachelor of Science in Electronics Engineering*

XXXXX, XXX

President's and Dean's List

XXXXXXXXXX College of Arts and Technology

1980 - 1982

*OND, Electrical and Mechanical Engineering*

XXXXXX, XX

Graduated with Honors