

VALUE OFFERED AS DIRECTOR OF EDUCATION DELIVERY

Demonstrated track record of improving and directing global education services programs that maximize instructor realization, curriculum quality, revenue growth and profitability at technology organizations.

- Provide the vision, innovation and leadership to improve internal processes in Education Services with a talent for identifying and resolving operational challenges to enhance revenues/profits.
 - Effective in assessing and driving instructor skill set development, budget and resource management as well as partnering with internal departments to meet education needs for a diverse customer base.
 - Experienced in the design and delivery of curriculum programs that support and achieve business objectives.
 - Repeatedly built and empowered cohesive teams that achieved high standards of quality and productivity in competitive markets.
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PROFESSIONAL EXPERIENCE

EMPLOYER, CITY, STATE

1996 to present

Promoted through series of high-profile management positions in global Education Services and Customer Support: Global Support Programs Manager (2003 to 2005), Best Practices Manager (2000 to 2003) and Education Services Manager (1996 to 2000).

- ▶ **As Education Services Manager, repositioned, upgraded and transformed Education Services department from an under-performing training function to a profit-generating global organization. P&L management accountability for 12 global Customer Education Centers, team of 17 instructors, curriculum design, facilities management/leasing negotiations and budget growth to \$4MM.**
 - Introduced and educated team on concepts of adult learning theory to better serve students. Turned around team morale from a low of 2 to an average high of 4 as indicated by survey results.
 - Determined core product offering, set revenue mix and gross profit margin, and developed knowledge transfer process in collaboration with Product Management and Customer Support departments.
 - Established a consistent learning environment for all students globally that eliminated revenue delays and led unit's revenue growth from \$4MM to \$10MM in billable customer education during 12-month tenure.
 - Implemented ASP model for online registration and payment. Produced \$600K in additional revenue in first 3 months; achieved double annual quota in first 6 months; doubled revenues in 6 months.
 - Succeeded in creating additional revenue stream with multimillion-dollar potential where previous team failed after acquiring \$250K of software that could not be implemented.
 - Created multi-level certification programs with validation protocol for customers, partners and employees using ASP model for less than \$50K. The certification program revenue potential is millions of dollars annually.
 - Took charge of and delivered new education class for applications product line in just 3 months despite failure of consulting team to produce program after 9 months of effort.
 - Enhanced company's ability to launch new product lines by designing and ensuring curriculum availability on all product lines by the rollout date. Created incremental education product updates for existing customers.

EMPLOYER, CITY, STATE

1995 to 1996

- ▶ **As Operations Manager of Education Services, provided strategic planning and leadership effectiveness that drove Education Services revenue growth by 150% (\$5MM to \$7MM). Directed 12 instructors globally. Supervised curriculum development with team in Germany.**
 - Managed the training channel, created certification program, conducted Partner Certification programs and ensured accreditation of internal resources and third party delivery resources (partners and subcontractors).
 - Automated Education Services function and enrollment process using Access database, turning around employee morale and reducing customer calls from 500 a week down to just 25 while improving customer satisfaction.
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EDUCATION

M.B.A. AND B.S. IN EDUCATION, UNIVERSITY, CITY, STATE