

Professional Summary

Overview:

Built 2 self-funded companies from scratch to 150 employees prior to sale, and grew \$40M of enterprise business for the VC-funded mid-cap company which founded the Application Service Provider (ASP) industry.

Built and ran all areas of business from product vision to delivery fulfillment in small and medium-sized companies focused on software products, consulting, and services.

Specialties:

Experienced in establishing product direction and profitability, bringing measurable order out of chaos, building culture and processes for growth, and working as part of a senior management team.

Experience

COO/CFO, Director

Insight, Inc.

2005 – present

Business, Financial, and Sales Operations for this leading Strategic Supply Chain software and consulting firm in Manassas, VA.

COO (interim)

YouInWeb

2004

This young San Francisco company is the publisher of Ready-Site, the easiest and best web authoring product for the consumer market.

COO (interim)

StarrTeam

2003 – 2004

This Menlo Park, California provider of Customer Relationship Management (CRM) and hosted networked office services focuses on the Microsoft CRM and Small Business Server products. I joined the founder of this young firm to provide traction in strategic consulting and software services delivery. I built marketing and product, and ensuring targeted use of revenue for maximum cash flow as well as longer-term growth.

COO (interim)

iWire, Inc.

2003

This Brookville, New York company provides payroll cards and other stored value card financial services. I was called into this young firm to help it through its current round of financing and structural challenges. I helped convert its initial signed contracts into revenue and ensured that the appropriate checks and balances were in place for security and control.

COO (interim)

VueHelp Technologies

2003

Karen Myers

This San Jose, California pre-funding firm delivers product-specific information directly to networked industrial machinery or other devices. I joined the founder to help him design a credible business model and prototype suitable for recruiting initial clients and startup funding. We partnered with an offshore development team for product design and implemented a survey of potential clients to substantiate a quadrant-based model showing the unique position of our product in the market.

VP Client Services

USinternetworking

2000 – 2003

Consolidated all 8 business units for the West region, cross-training consultants and integrating or eliminating redundant functions, making it the model for the rest of the company for profitability and for coordinated business development, sales, fulfillment, and sustainable profit. Grew the business to 37 clients and annual revenue of \$40M with a special focus on ERP enterprise clients.

In the absence of a formal COO at USi, made the nominal business model real and measurable by creating or refining the reporting and closed-loop processes between Accounting, Fulfillment, Product, and Sales. Redefined our products to change our contracts from a market capture to a profitability orientation, renegotiating the older contracts accordingly to increase margins (profitability for my 1/3 of the company grew from negative to 33%). Championed and executed an offshore partnership initiative to restructure the labor cost basis of USi's core business (13% net savings).

Co-founder & COO (Kinderhook), VP Strategy & eCommerce (Xpedior)

Kinderhook Systems / Xpedior

1995 – 2000

Co-founded premiere Lotus, Microsoft, and internet consultancy Kinderhook Systems. Sold the company to Xpedior 9/1999 just prior to Xpedior's IPO 12/1999, and remained in place to run the acquisition.

Kinderhook Systems was 100+ employees and \$14M revenue at time of sale.

Xpedior entered into Chapter 11 in 2001. I served as the Chairman of the Unsecured Creditors Committee for the Xpedior estate and settled for a record amount.

VP Technical Services

Real Decisions Corp.

1978 – 1993

Co-founder of this privately-held company which had 2 primary business channels: strategic analytics in the IT measurements space, and a financial fundamentals data product for the mainframe and client server market. The first business was sold to Gartner Group, and the second to IDD/Dow Jones.

Personal

Yale University

BA, 1975

Groups and Associations:

COOConnection (Chief Operating Officer Connection)

ACG (Association for Corporate Growth)