

Qualifications Summary

NEW PRODUCT DEVELOPMENT EXECUTIVE with experience in program management, software architecture, hardware engineering, network, installation, operations, marketing, business partnerships, pre and post sales, and support. Strengths include:

- Built successful teams managing large-scale mission-critical projects for customers.
- Received recognitions for process improvement and awards for customer satisfaction.
- Team player, strategic thinker, analytic, problem solver, self-motivated, fast learner.

Accomplishments

- Established and ran NetApp OEM Program with business partners assuring timely introduction and delivery of new commercial products and platforms into market.
- Drove new revenues to well above \$5,000,000 in first few weeks, then grew quarterly revenue to over \$50,000,000.
- Led cross-functional teams across three companies, building synergy and ensuring ambitious milestones are achieved and the overall program on target and on schedule.
- Executed procedures, prioritizing development and integration tasks and resources among the three companies for efficient order fulfillment.
- Set tight timelines driving 13 major releases that then completed all on-time and on-budget over a three year period.
- Developed and established new processes to accommodate uniqueness of the OEM IBM business to satisfy both, NetApp and IBM requirements and solidified strategic alliance.
- Designed and integrated tools to track and monitor flow of transactions with additional checks and balances to assure continuous success of the OEM business.
- Defined and setup processes establishing essential tool to drive and to measure the success of the IBM OEM program.
- Created global project plans with milestones that allowed for proper forecasting and resource requirements and provided effective “what—if” analysis for strategic decisions.
- Improved process by implementing and strictly enforcing roadmap, outlining deliverables, and resource requirements, substantially reducing costs and risks.
- Provided on-time and on-budget for global launch project management of new products winning important major customers for USA, Australia, and Europe wide installations.
- Setup efficient escalation procedures ensuring customer service personnel proper training to become self-sufficient while freeing up valuable engineering resources by 70%.
- Updated and streamlined test plans and automated procedures, improving task database, reducing testing time and increasing quality of product releases from 30% to 100%.
- Selected and deployed QA tools, performance and benchmark products to automate QA processes making them reproducible, repeatable, comprehensible, and properly documented. ROI of test automation tools reached within two weeks.
- Led efforts with cross-functional teams achieving full system acceptance and customer sign-off on various critical international system installations and generating revenues well over \$75,000,000.
- Designed web pages as expeditious communication tool between manufacturing and customer support groups.
- Facilitated between internal and external team and established processes to more readily and efficiently resolve critical incidents thus improving customer satisfaction.
- Compiled requirements and resources for complete system solutions and created and executed project plans for RFQs to win multi-million dollar customer contracts.

Professional Experience

NETAPP (NETWORK APPLIANCE), Sunnyvale, California

Program Manager / Operations **2005 – 2009**
▪ Implemented OEM Program with business partners, new product introductions.

THE IT PROFESSIONAL, Bay Area, California

President + Architect, Sr. Consultant (self-employed) **2004 – 2005**
▪ Developed test scenarios and technical feedback for development of Java/Web based solution for video-conferencing, "Impulse Video".
▪ Explored opportunities and created business plans applying innovative technologies for broadcast convergence and media-interactive toys.
▪ Provided marketing analysis, roadmap, configuration, deployment, test and review, business consulting for emerging customer companies.
▪ Built and Configured PCs and Servers for a secure networking environment.

FUZE3 TECHNOLOGIES, San Jose, California

(FuzeLink™, a virtual bookmarking tool that links broadcast content to related web content with one click.)

Director Projects **2001 – 2004**
▪ Drove hardware R&D and software development in-house and with contractors and partners in California and abroad (ASIC and PCB, web and database applications).
▪ Identified and explored vertical market opportunities for company growth in their market.
▪ Published white papers, presentation portfolios and handouts for fairs.
▪ Oversaw and prepared presentations and product demos, conferences.

ORACLE (MOBILE INFORMATION SYSTEMS), Sunnyvale, California

(Offering real-time solutions for the time-sensitive, same-day transportation industry.)

Director QA **2000 – 2001**
Manager Product Support **1998 – 2000**

UNISYS AQUANTA BUSINESS SYSTEMS, San Jose, California

Technical Support, Product Mgmt. **1996 – 1998**

UNISYS DEUTSCHLAND, Sulzbach/Ts., Germany

Pre and Post Sales Telecommunication
Customization Project Manager **1992 – 1996**

ADDENDUM

Technical Expertise

- Program management, supervising on-site and off-shore cross-functional international teams
- Negotiating with partners, suppliers, vendors, customers
- Creating and executing the companies' roadmaps, identifying solutions to minimize costs and streamlining workflow
- Monitoring products delivered and projects installed according to plans, taking corrective actions to further process improvement
- System development life cycle, new product introduction, release management
- Tracking tasks and interdependencies, prioritizing, resource leveling in adherence to project management principles
- Staffing and budget planning, performance monitoring, communication to all levels
- Defining escalation procedures to ensure all goals and milestones are met and response times minimized
- Created product localization and customization, technical publication of well over 200 user guides, installation plans, acceptance documentation, configuration management within two years.
- Created sets of presentations of Unisys Telephony solutions (Telecomm Network Configuration, Unisys *VoiceSource*, and Enhanced Services); demonstrations at trade-shows, fairs.
- Reaching highest level of customer satisfaction
- Designed, developed, implemented methods and products greatly simplifying the installation process of enterprise (mainframe, Unisys A Series) software (*SimpleInstall*)
- Part-time professorship at the Fachhochschule München (College in Munich, Germany) teaching mathematics for several years.

Education

- M.S.E.E., UniBwM, University in Munich, Germany
- B.S.E.E., UniBwM, University in Munich, Germany
- Business and Economics at FernUniversität Hagen and Technische Universität München, Germany
- National Management Association, USA, Certificates of Achievements
- Microsoft Certified Professional (MCP, MCDST, MSBS, Charter Member)

Languages

English, German, French (basics)

Memberships

- *Microsoft* Registered Partner
- *NTea* (NT-Engineering Association Silicon Valley)
- *GI* (Gesellschaft für Informatik, Germany) in partnership with the IEEE Computer Society and the ACM.
- *VDE* (Verband der Elektrotechnik, Germany) in partnership with the Institute of Electrical and Electronics Engineers.