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(303) 530-9185

<http://www.linkedin.com/in/robertLflores>

[robert@robertLflores.com](mailto:robert@robertLflores.com)

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**ROBERT**

**FLORES**

## GLOBAL IT EXECUTIVE

***Increasing Revenue Through IT, Operational Strategy and Customer Engagement***

 **Executive Summary**

Proven IT Thought Leader with demonstrated expertise in Service Delivery & Operational transformation that reduces costs and supports revenue growth. Well versed in building effective and engaging relationships and aligning corporate technology strategies with customer and revenue goals. Excellent coaching and mentoring skills leveraged to build strong teams of technology professionals to solve complex customer problems and win the trust and confidence of the business.

 **Critical Skills**

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| --- | --- | --- |
| * Strong Leadership & Managerial Skills | * Cyber Security | * Organizational Governance |
| * Service Delivery and IT Operations | * Employee Mentoring & Motivation | * APAC, EMEA, India, Australia |
| * SaaS, PaaS, IaaS Commercial Offerings | * Offshoring & Outsourcing | * Mergers and Acquisitions |
| * DevOps and Cloud Strategies | * Contract Negotiation | * Government Contracting |
| * CI/CD Development Environments | * IT Ops Transformational Strategy | * Vendor Management |

 **Leadership Highlights**

Notes

* **Led Development, Transformation and Governance of IT organization**, creating ITIL-based Organizational structure, strategically deploying transformational technology, establishing operating standards and metrics, and driving down costs across the board. “Weaponized” IT for the company. (Coalfire Systems)
* **Developed and Led Global Service Delivery and IT Operations**, supporting over 2 million customers in 63 countries, managing $52M budget and over $250M P&L. Reduced failure rates by 30%, and increased customer SAT by 70%. (*DigitalGlobe Inc.*)

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* **Led DevOps transformation** of datacenter-centric organization, enabling continuous development/delivery for SaaS and PaaS platforms, fundamentally changing the business model of the organization to a service delivery model, lowering cost structure and enabling revenue. (Trimble Navigation Inc.)
* **Launched Corporate-Wide IT Ops Transformation Initiative**, increasing customer satisfaction by 45%, and productivity by over 150%. Created managed service product, increasing sales by 15%. (*GHX*)
* **Founded Professional Services Company and Led Strategic Customer Engagements.** Grew company from $0 to over $4M/year in revenue, negotiated contracts with Gov’t and Commercial customers. Served as COO of the company. (BTT Solutions)
* **Recognized by the International Atomic Energy Association (IAEA) and the Government of Japan for outstanding Service during the global crisis brought on by the 2010 Japanese Earthquake and subsequent nuclear disaster**. (DigitalGlobe)

 **Professional Employment History**

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**Vice President of IT**

2016- Present – **COALFIRE SYSTEMS INC.**

Leading the team through transformational change to create a customer-focused IT Engineering and support team with the sole purpose of "weaponizing" the IT function in such a way that it enables and drives revenue.

* *Led reengineering of all major infrastructure components including P2P networks, Server Virtualization and Private Cloud hosting strategy to increase functionality and reduce operational costs and risks*
* *Developed DR and BCP strategy for the company, ensuring continuity of service in the case of disaster*
* *Build ITIL-Based Organizational structure addressing support, infrastructure, engineering and development functional areas*
* *Established SLAs and OLAs with the business to ensure continuity with strategic business and revenue goals*
* *Reduced desktop support costs by 40% in 6 months*
* *Launched several EA programs with major providers of software to reduce costs and increase service levels*
* *Negotiated several million-dollar lines of credit with major suppliers of hardware to optimize corporate cash flow and maximize budget*

**Sr. DIRECTOR OF IT Operations / SERVICE DELIVERY – SaaS / PaaS**

2014-2016 - **TRIMBLE NAVIGATION INC.**

Responsible for leading teams of Development Operations, Sys Engineering, Architecture, and Network Engineering managing the delivery of datacenter services and infrastructure to Trimble’s SaaS platforms. Key player in negotiating deliverables, influencing C-level decision makers and building high performance technology teams.

* *Developed Dev Ops and Data Center Optimization strategy protecting over 1.2B in annual SaaS revenue and reducing hosting costs by over 30%*
* *Led transformation of service delivery and infrastructure management organization achieving “Five 9’s” in global datacenter availability*
* *Reengineered organizational structure and management team to better address needs of the customer and improve KPIs (NPS, MTTR, by over 50%*

**PRINCIPAL CONSULTANT / FOUNDER**

2012-2014 - **GLOBAL INSIGHT LLC.**

Led team tasked with opening up new markets in the US and abroad for providers of geospatial data and IT solutions. Responsible for go-to-market strategies, market and technology development plans, and overall business development in Western Europe and the Middle East. Exceeded stretch goal of $12M in annual sales.

* *Developed channel partner and marketing strategy for global provider of geospatial data sets and advanced products for the European market.*
* *Won over $20M in contracted business in Europe and the Middle East, exceeding annual goal by 67%*
* *Created Business Development Strategy to replicate success in select markets across EMEA and APAC regions*
* *Developed and defined new product line based on customer IT requirements, and market demand*

**SR. DIRECTOR, GLOBAL SERVICE DELIVERY, IT OPERATIONS & CUSTOMER CARE**

2008-2012 **DIGITALGLOBE INC.**

Led “Global Customer Champion Team” Responsible for creating world class Customer Experiences through IT and Operational transformation. Accountable for developing and leading Operational, IT and Service Delivery improvement strategies to reduce OPEX costs. Tasked with developing a transformation roadmap and strategy to integrate IT, Operations, Product Development, Sales and Marketing in a continuous improvement lifecycle.

* *Created and implemented transformation strategy for IT Operations and Global Customer Engagement teams supporting over 2 Million end users, 57 channel partners, Government and Commercial customers in 63 countries*
* *Reduced hosting and support costs by 25% while increasing service levels*
* *Grew accounts by over 400% in five years through strategic deployment of customer-side technology*
* *Developed customer dashboard strategy for top tier customers, negotiated with internal stakeholders, and focused operational initiatives across the company on improving customer numbers while driving cost savings of over 34%*
* *Developed internal program to mentor and coach 67 team members across multiple disciplines, creating a customer excellence team spanning IT, Operations, Customer Experience and Sales and Marketing*

**DIRECTOR, SERVICE DELIVERY IT OPERATIONS & CUSTOMER CARE**

2007–2008 **- GLOBAL HEALTHCARE EXCHANGE**

Led Global teams supporting customers in 16 countries and multiple languages across the Americas and Europe for SaaS Healthcare Billing platform. Responsible for customer experience and operational technology support strategy, and tasked with driving up annual subscriptions, and services. Led teams working with senior leadership team and key stakeholders to drive the establishment of corporate success metrics, internal operational improvements and technology roadmaps.

* *Reduced transaction failure rates by 70% in the first year by driving customer focused process improvements and strategic IT investments*
* *Drove up customer satisfaction by over 40%, and renewal rate by 15% annually*
* *Developed operational strategy that led the company from less than 3% to over 55% first contact resolution on customer impacting incidents*
* *Successfully restructured the sales operations to address unprecedented growth in the company*

**FOUNDER AND MANAGING PARTNER**

2001–2007 - **BTT SOLUTIONS INC.**

Founded and served as COO/CIO of Consulting/Professional Services Company. Responsible for leading all customer engagements, developing strategic business plans, negotiating contracts, managing client relationships and developing inside and outside sales and marketing plans.

* *Grew the company from two FTEs to over 30, with $4M in annual revenue and a diversified customer base in six years*
* *CLIENT WORK - LEVEL 3: Led strategic IT consulting engagement that reduced order cycle time from months to hours using automation tools, process improvement and organizational development strategies*
* *CLIENT WORK - ARMY CORPS OF ENGINEERS: Led team that streamlined emergency response cross functional communications and coordination processes with other federal agencies through integration of strategic government systems resulting in response times measured in minutes and hours rather than days and weeks*

**DIRECTOR and SR. TECHNOLOGY ADVISOR**

1999 – 2001– **NORTEL NETWORKS**

Led global team of consultants responsible for developing and deploying telecommunications enterprise components and operational best practices for emerging CLEC customers. Tasked with leading teams of consultants on engagements focused on launching new start up telecommunications companies by integrating Hardware, & Software Solutions and consulting.

* *Developed strategy for delivery of industry enterprise solutions around telecom billing, provisioning, dispatch and activation.*
* *Drove over $22M in sales in the first year of the newly minted Global Professional Services organization*
* *Led the launch of three CLECs as clients by developing and deploying operational support systems including Customer Relationship Management (CRM), Ordering and Provisioning systems*
* *100% first time customer acceptance of hardware/software/professional services product*
* *Served as the subject matter expert on Technology and Professional Services in Telecommunications Mergers & Acquisitions and Startups*

**Education and Professional Development**

* **BS, Engineering and Physics,** University of Colorado, Boulder, CO - 1991
* **Certificate, Project Management Professional,** University of Denver – 1995
* **Various Executive Business, Finance and Marketing Courses**, University of Colorado, Boulder, CO 2007-Present
* **Six Sigma Black Belt Certified**, 2003

**Publications, Certifications and Awards**

* **Author: “A Practical Guide to Organizational Development and Operational Effectiveness” – Greyhound Publishing – 2003**
* **President’s Award – DigitalGlobe Inc., 2010**
* **Letters of Commendation from the International Atomic Energy Agency (IAEA) and Japanese Government (JMOD) for outstanding customer service during the Japanese Earthquake and Fukushima Daiichi Nuclear disaster**
* **Current TS/SCI Security Clearance – United States Government**