

Chief Executive Officer / Division President

Experience/credentials: **More than a decade of consistent achievements as an executive with a global leader in educational services ... MBA ... PMP certification**

Results/value added: **Delivered \$1B+ in revenue secured in highly competitive markets ... Won, managed, and retained largest contract in company history (\$465M) ... Positioned employer as provider of choice with major accounts ... Engineered rapid turnarounds**

Spurred regional and national education organizations to overachieve metrics, outperform competitors, and pursue continuous improvement. Versed in managing sales pipeline, project execution, and teams that meet program requirements for top quality. Strong focus on organizational effectiveness, process efficiency, and client satisfaction.

Trusted advisor and partner to customers. Extensive experience as **company representative** networking with academics, politicians, industry, media, and education leaders. Strategic planner and systems thinker with honed **change management** skills related to process improvement, new systems, and acquisition integrations.

Strengths: Strategic Leadership | P&L Management | Budgets and Resource Allocation | Program and Project Management | Product Development and Launch | Public, Media, and Government Relations | Team Building and Development

Professional Experience

INTERNATIONAL COMPANY, Location

2001 to Present

CAREER PROGRESSION

- **Rapid promotions based on results in maintaining industry-leading market share, growing revenue/margin, and strengthening business-capture process** despite significant internal and external challenges.
- **Achieved or exceeded all revenue and business metric accountabilities** for government-related sales and services. **Drove organizational change focused on quality and process improvement efforts**, and continually improved delivery record.
- **Rebuilt and energized teams** of program/project managers, sales reps, and technology, content development and quality control professionals, often integrating staff from numerous acquired companies.

CEO/President – Western Division • 2012 to Present

Promoted to drive aggressive revenue and market share growth in untapped regions in the company's largest division generating \$400M in annual revenues and 350 staff). Manage division P&L and 14 VPs serving 19 state education agencies, universities/colleges, and large school districts encompassing 20M+ students.

Provide overall instructional vision and thought leadership, strategic and annual operating plans, multi-year program development plans, QA and compliance oversight, and people and process management.

RESULTS ...

- Produced \$50M+ revenue from previously untapped states and large districts.
- Exceeded revenue target by \$16M and attained 97% of margin against plan.
- Boosted market share from 39% to more than 50% of U.S. large-scale assessment market.
- Delivered YOY margin improvements since 2011 in a difficult environment. Improved margin 7% with 2 largest programs (2 states) beating plan by \$6.2M (30%) in 2014.
- Instituted process changes that enabled team to respond to 25% more bids and win percentage soared by 45%.
- Secured key contracts through competitive bid with state agencies: \$90M with Texas and \$55M with Florida.
- Designed cross-functional leadership model that reduced customer-facing errors by 25% and liquidated damages by \$14M within first year of implementation.

Senior Vice President – Western & Central Regions (\$750M annual revenues; 8 states; 200 staff) • 2011 to 2012

Turned around troubled programs in quality, accuracy, online testing, and reputation across 2 regions. Reestablished relationship and credibility with customer and the public through effective crisis-management skills.

RESULTS ...

- Realized 5% margin increase and paved the way to increase margin going forward.
- Won \$190M, 2-year contract extension without bidding process based on customer satisfaction.
- Improved quality and saved \$400K+/year in call center costs by reducing call volume for customer issues by 18%.
- Secured 2 new high-value contracts in Colorado and New York, capturing business from competitors.

Regional Vice President – Central Region • 2009 to 2011

Negotiated and won new 5-year contract worth \$465M (largest in company history) in the Midwest and led successful implementation. Surpassed region's margin plan targets by \$15M+ and revenue targets by \$8.5M+. Led 230 people.

RESULTS ...

- Devised and executed program that successfully transitioned customers to online testing, positioning company as a technology leader and setting stage for 12.3M online tests delivered in 2013.
- 2010 President's Award for most valuable contribution to customers and business overall. Named 2010 Sales Leader.

Vice President, Assessment Program • 2006 to 2009

Restored company's largest service contract (\$350M) to profitability. Doubled contract revenue to \$350M and increased margin from negative to 15%. Managed business unit with 200 employees.

RESULTS ...

- Positioned company to successfully compete for the next 5-year contract and led winning rebid effort.
- Improved delivery track record and resolved deficiencies in quality control, content creation, and timeliness.
- Introduced new services and solutions such as online testing, digital study guides, and technology infrastructure surveys that expanded contract scope.
- Restructured team to better align with program needs and hired 15 top performers.

Director, Assessment Program • 2004 to 2006

Program Manager • 2003 to 2004

Project Manager • 2001 to 2002

Directed teams to build high-quality educational products and solutions delivered on time and on budget.

Education

Master of Business Administration: University of California, Irvine, CA

Bachelor of Arts, Literature: University of California, San Diego, CA

Certification: Project Management Professional (PMP)

Professional Development: High Potential Talent Development Program; Communicating with Power and Presence