

MIKE SUTTON, PMP

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SENIOR IT / OPERATIONS EXECUTIVE

Global Operations Strategic Planning & Execution ▪ International Account Management
Extensive Experience in Team Building ▪ Technology Leadership within Fortune 500 Environments

Well-respected leader with 20+ year record of generating multimillion-dollar revenue/profit gains in national and global markets. Experience spans Europe, the Middle East, and Asia. Known for ability to build and motivate top-performing teams, even under the most challenging circumstances. Builds rapport easily with everyone from C-Level executives, to blue collar employees. **Hold Active Secret Security Clearance.**

- Global Business Strategies
- Team Building & Leadership
- Performance Management
- Enterprise Technology Solutions
- Customer Needs Fulfillment
- Cross-Cultural Communications
- Relationship Management
- Senior Executive Relationships
- Project Life Cycle Management

PROFESSIONAL EXPERIENCE

WASHINGTON SYSTEMS CONSULTING (WSC) INC. - Rockville, MD
Vice President of Operations (2003-Present / 1993-1998)

Launched management consulting business in 1993 and returned for 2nd tenure following executive positions with Netscape and AOL/iPlanet, respectively. Built business from the ground up and sustained revenue growth through economic downturns and internal changes. Identified and established new revenue streams through direct contact, presence at industry-recognized conferences, and referral business. Currently oversee all day-to-day operations. Service accounts that include largest client IBM and federal government agencies.

Overview: Grew business 1200% (zero to \$3M+ in annual revenues) while reducing operating costs by more than 70%.

- ❑ Set WSC on course to increase revenues by assisting in proposals for major clients and obtaining WSC's General Services Administration Contract (FSC Group 70, Contract # GS35F0111S).
- ❑ Maintained revenue stream by creating contractor-client Independent Technical Associate (ITA) and Cooperative Insourcing® (CI) programs that provided win-win results; grew staff 12% and built revenues to \$5.7M for ITA.
- ❑ Worked with clients to reduce aged receivables, decreasing turnaround times from up to 180 to 45 calendar days. Obtained "Secure Site" status and security clearance for partners.
- ❑ Wrote articles, editorials, and viewpoints published in industry-leading publications and delivered presentations to user groups that led to increased awareness of WSC's service offerings.

AOL - Dulles, VA, London, UK,

Vice President, Service Delivery & Support (2002-2003) / **Senior Director, International Internal Computing** (2002) **Director, Help Desk & Remedy Development** (2001-2002)

Progressed through increasingly responsible management positions with online industry pioneer, reporting to CIO and directing team of 265 (including 5 directors) in VP role. Managed budget of \$21M+ and led team in providing internal support for AOL's 18,000+ employees across 47 locations. Provided continuing support for AOL while integrating Time-Warner divisions within AOL support model. Reduced costs, recaptured desktop assets, decreased exposure to security threats, and improved international help desk operations.

Overview: Led Help Desk operations to a 90% customer satisfaction rating; maintained 99.9999% availability on 750+ systems within server operations and achieved extremely high employee morale rankings during a period of great change.

AOL/I-PLANET (Continued)

- ❑ Reengineered Remedy record management system and consolidated 3 help desk locations that led to 57+% staff reduction and \$4M+ annual cost decrease.
- ❑ Implemented use of Radia to recover \$2M in annual physical inventory and strengthen protection against virus attacks through software integration/monitoring, with \$1.3M in annual savings.
- ❑ Met with employee groups to address/resolve issues and introduced Management Training Program to improve coaching, counseling, and evaluation skills for management personnel.
- ❑ Transferred Dublin help desk to Germany and created system in international operations that mirrored U.S., including server in each individual country. Increased fix rates 22% and customer satisfaction 23% while reducing desktop support calls 26%, producing \$621K annual savings.

I-PLANET/NETSCAPE - Mountain View, CA

Senior Director, Europe-Middle East-Africa (EMEA) (2000-2001)

Senior Director, Worldwide Enterprise Support for U.S. (1999-2000)

Director, Technical Support, Eastern U.S. (1998-1999)

Earned fast-track promotions, leading to role as EMEA Senior Director; managed cross-functional team of 92 across England, Ireland, France, Germany, and Spain, guiding technical support for all EMEA customers and controlling \$11M+ in budgets. As Worldwide Enterprise Support Director, created organization of Enterprise Support Account Representatives for iPlanet's largest customers. As Technical Support Director, managed team of 45 technicians/managers supporting high-profile customers (e.g. Morgan Stanley, Bear Sterns).

Overview: Reorganized disjointed organization to improve customer satisfaction. Right-sized ESAM program hampered by under-performing teams. Boosted morale/performance for overworked staff and raised low levels of customer satisfaction within Eastern U.S. technical support organization.

- ❑ Revamped customer call handling method, assigned managers to handle high-revenue accounts, established short call response times, and set escalation process within EMEA. Results included \$8M+ support contract increase, quick call closure rates, and reduction for critical situations by 41%.
- ❑ Built staff of highly skilled account managers through promotion and retention decisions; improved customer satisfaction, grew account manager placements 30%, and drove 34% increase in renewal rates.
- ❑ Boosted technical support contract revenue 146%, customer satisfaction 32+%, and employee morale from 2.25 to 3.75 through training/mentoring programs within Technical Support unit.

IBM - Gaithersburg, MD

Storage Systems Manager (1990-1993)

Enterprise Systems Engineering Manager (1988-1990)

Systems Engineering Manager (1987-1988)

Held full responsibility for all technical support activities, directing team of up to 28 in managing fully escalated issues for IBM's largest customers. Gained experience and expertise in dealing with highly volatile situations.

EDUCATION & CREDENTIALS

PMI Project Management Professional

EE Degree - HARTFORD STATE TECHNICAL COLLEGE, Hartford, CT

United States Army - Combat Infantryman's Badge, Bronze Star, Expeditionary Medal, Honorable Discharge

Guest Speaker - "Team Building"/"Morale Management" - SHARE and GUIDE Conferences

Published Work - Time, Computer World, The European Government Journal, Technical Support Magazine