

ROBERT W. HARKINS

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IT DIRECTOR • SYSTEMS ARCHITECT • SENIOR SALES CYCLE MANAGER

Entrepreneurial executive with strong leadership and management skills. Proven ability to build pre-sales, consulting and education services organizations in high-growth environments. Aptitude for identifying and exploiting opportunities quickly, implementing corrective action as needed and developing tools and programs that improve performance of marketing initiatives and product performance/requirements analyses.

Have successfully held almost every position within both product and system life cycles, serving effectively as: Applications Engineer, Systems Architect, Product and Systems Developer, Consultant and Project Manager. Technical expertise in relational database management systems, application architecture and development, networking and telephony/wireless, combined with extensive sales and marketing background.

QUALIFICATIONS HIGHLIGHTS

Sales Cycle Optimization
Hands-on Team Leadership
Technical Evangelism

Organizational Development
Training/Mentoring
"Customer-Centric Marketing"

Major Account Development
Enterprise Solution Sales
RDBMS, DW, SFA, CRM, EIP

EXPERIENCE

HighEndStartup, Maple, Pennsylvania
Senior Director, Technical Services

2000 to 2001

Simultaneously oversaw: Applications Engineering, Professional Services, Customer Training, Technical Support, Applied Engineering and IS groups.

Achievements:

- Designed and developed industry-vertical and partner-specific demonstrations to streamline sales cycle and a web-based knowledge repository for reuse of demonstration components.
- Created a state-of-the-art performance/compatibility lab with a deployment/measurement harness to facilitate product comparisons, benchmarks, partner compatibility, certification, system profiling, prospect prototypes.
- Reorganized and repositioned technical services of applications engineering, professional services, training and customer support departments for startup entering into the domestic commercial RDBMS market.
- Built and trained an applications engineering organization leveraging sales from \$5M to \$30M in one year.
- Reorganized and reoriented the technical services departments of applications engineering and professional services to reposition a database company as an Application Services Provider (ASP).

VCFundedStartup (now within StartupSurvivor), Oakview, Pennsylvania
Senior Director, e-Services

1999-2000

Managed the technical teams that provided applications engineering support, post-sales project management and integration services for this leader in customer conversion and other business-to-consumer e-commerce marketing products and services, especially for its suite of "one-to-one" content targeting and reporting services.

Achievements:

- Defined and developed new procedures to clarify priorities and streamline communications among five key groups, and to increase and improve solicitation and implementation of customer feedback.
- Developed industry vertical demonstrations and service offerings to streamline sales process, and in less than one year rolled out VCFundedStartup e-commerce marketing services to 10+ customers nationwide.
- Provided technical expertise to product management and engineering during transition from a main memory database vendor to B2C e-commerce Application Service Provider (ASP).

Techmorphix Technologies (now within Bold Technology), Harlan, Pennsylvania
Director, Applications Engineering

1998-1999

Managed the transition at Techmorphix of the applications engineering group, as the company changed its primary product offering from a language based report writer to a product suite of web based reporting, Online Analytical Processing (OLAP) and portal development tools, based on Java and JavaScript.

Achievements:

- Managed the applications engineering group responsible for delivering technical services to field sales, telesales and business development, domestically and globally.
- Grew the Applications engineering organization from 2 to 24 team members in just over a year.
- Pioneered the concept of a "Technical SWAT Team." Developed training programs, materials and tools for new products and service offerings; rolled them out to application engineers in six countries.
- Leveraged sales across all channels, increasing revenues more than 600%, from \$5M+ to \$30M+.

USEuro Technology (currently merged into EuroUS Systems), Emerson, Pennsylvania
Director, Western Region Application Engineers

1997-1998

Retooled the Western Region applications engineering group for increased performance.

Achievements:

- Realigned sales model, from a 1:1 Sales Executive to Systems Engineer, to a pooled resource model, to dynamically assemble teams to alertly address rapid application customization for sales and post-sales.
- Further refined the regional staffing model into two groups of Systems Engineers and Application Technologists (ATs), each with its own domain of expertise. Developed and implemented training curricula.

Colossus Software, Philadelphia, Pennsylvania
District Manager Systems Engineering, 1995-1997

1990-1997

Managed Systems Engineering group for three geographic locations with a combined annual quota of \$19M.

Achievements:

- Systematically grew the organization to double its original size during 3+ years as district manager.
- Pioneered and successfully implemented the restructuring of region from a 1:1 Sales to SE, geographically based model, to that of individual Line of Business (LOB) pools with industry specialization.

Professional Services Engagement Manager, Philadelphia, 1995-1997

Delivered all post-sales consulting engagements, including multi-year, projects with a revenue target of \$5M.

Senior Systems Consultant, 1990-1995

As regional technical "SWAT" team member, specialized in providing strategic management for Enterprise Resource Planning (ERP, both SAP and PeopleSoft) and data warehousing implementations.

Achievements:

- Orchestrated the global implementation team for Yamaha Motor's SAP R/3 installation.
- Designed and implemented the district's infrastructure backbone for both TCP/IP and PBX based applications, demo and benchmarking facilities.

MajorTech Corporation, Pittsburgh, Pennsylvania
Senior Technical Consultant

1987-1990

Delivered pre-sales and post-sales technical support for MajorTech's database and application development tools. Supervised efforts of the applications engineering staff for complex sales campaigns.

Giant Laboratories, Philadelphia, Pennsylvania and Los Angeles, California
Senior Systems Consultant

1985-1987

Specialized in Office Automation and Micro/Mini to Mainframe communications. Instrumental in the design, sale, and implementation of systems from single system file servers to large scale WANs.

MidEightiesFortune500Co, Wilmington, DE, Scranton, Pennsylvania
Senior Software Specialist

1981-1985

Held several positions on both East and West Coasts in the pre-sales and post-sales service and support of large accounts. Primary responsibilities were focused in Office Automation and networking of oriented projects.

EDUCATION

BS Computer Science and BS Mathematics, Carnegie Mellon, 1981 – GPA 3.7.
AS Philosophy and Logic, Carnegie Mellon, 1979 – GPA 3.6.

Honors

- Dean's List, Carnegie Mellon, 1980 and 1981
- Represented Carnegie Mellon Computer Science Department and Delivered Keynote Address at Statewide Applied Sciences and Technology Conference, 1981

PROFESSIONAL AFFILIATIONS

USENIX Advanced Computing Systems Association
 Silicon Valley Linux Users Group
 Portable Computer and Communications Association

TECHNICAL SKILL SET

Relational Databases:

Colossus, Oracle, Sybase, SQLSERVER
 VCFundedStartup, HighEndStartup,
 TimesTen, MySQL and others

- Design/Architecture
 - Monolithic
 - Distributed
 - Parallel
 - Real-Time/Memory Resident
 - Online Transaction Processing
 - Online Analytical Processing
 - Operational Data Stores
 - Data Warehousing/Data Marts
- Performance/Optimization
 - OLTP, DW/OLAP, ODS/DM
- Application Interface
 - ODBC, JDBC, SOAP
 - COM/DCOM, ADO, RMI
 - SNMP, MIB

Applications:

Wireless – HLR, VLR
 CRM – SFA, Call Center, Field Service
 BI – Reporting, Analysis, EI Portals

Application Development:

C, PERL, ASP, JavaScript, PHP, HTML, XML
 various scripting languages, Java, Weblogic

HTTP Servers:

IIS, Apache/Tomcat

Networking:

Topologies: LAN, WAN, VPN
 Protocols: TCP, UDP, WEP
 Hardware: Cisco, Watchguard, Sonicwall

Operating Systems:

Linux, Solar, MS 2000 Professional and Server

EXCELLENT REFERENCES AND LETTERS OF RECOMMENDATION PROVIDED UPON REQUEST