

STRATEGY, GROWTH & OPERATIONS EXECUTIVE

Sean is a high performing executive with over 20 years of experience across multiple industries, during high-growth, turn-around, merger and acquisition. He has a proven ability to lead teams, solve complex problems, and achieve desired outcomes in a timely and cost effective manner. Sean is an award-winning leader, with experience in both sales and operations. He has turned around underperforming businesses, developed new sales and markets, managed major accounts and built high-performing teams, increased revenue, profit, and market share. He has developed and led growth strategies that supported sales penetration and operational goals for products and services, while improving customer and employee satisfaction. Sean possesses a leadership style that is characterized by the drive for results and creativity, with an entrepreneurial spirit and a high level of positive energy.

QUALIFICATIONS

Growth Strategies	Profit & Loss	Project Management
Customer Relations	Business & Market Development	Product Development
Organizational Development	Financial & Management Reporting	IT & Business Consulting
Team Building & Training	Budgeting & Forecasting	Process Improvement
Transformation	M&A Integration	Quality Management

EXPERIENCE

VICE PRESIDENT, AQUILENT*2011 – PRESENT*

Established a new Business Unit for this technology solutions provider focused exclusively on supporting Federal Government customers. Architected the Business Unit 3-year business plan, and defined a business development strategy which included a new market and account penetration strategy, new strategic partners, and tailored solution offerings.

- Participated as member of the senior management team that developed the 3-year corporate Strategic Plan; directly responsible for Business Unit growth as well as responsible for implementing strategic objectives in new solution areas, corporate business development, and leadership training and development.
- Developed plan to penetrate new accounts, leading with a Technology Strategy solution offering; first key capture and win was a consulting engagement with the United States Patent and Trademark Office to develop an IT roadmap for Cloud Computing.
- Led capture and win for a 5-year IDIQ contract with the United States Postal Service to provide all aspects of creative design, web development, and other support services to the USPS Internet Channel Group.
- Developed strategy to grow business in the National Security sector that included identification of target accounts, customer requirements and priorities, new strategic partners and required corporate capabilities and tailored solution offerings.
- Grew business with an existing Navy account by over 30% through a renewed focus on customer engagement – gained a better understanding of longer-term customer needs, leading to the opportunity to provide other complementary services and solutions.

DIRECTOR, SERCO GROUP, AMERICAS DIVISION*2007 – 2010*

Established PMO within the office of the CEO to lead corporate transformation, M&A planning and integration, and the development of management best practices for the \$1.5B Americas division of this \$6B UK-based services provider to commercial and government clients.

- Played key role supporting the CEO and CFO on the preparation and analysis of budgets and forecasts at the company level and worked with the Business Development
-

organization to map those financial forecasts to the sales pipeline. Led quarterly action plans to improve forecasting, improve labor utilization, maximize cash flows, reduce DSOs, reduce overhead budgets, and expand EBIT margins.

- Managed the due diligence, transition and integration for the \$600M SI International Inc. acquisition. Worked closely with stakeholders in each corporate functional area to deliver their planned objectives and cost synergies – results well exceeded the investment case and the transaction was selected as one of the best deals of 2008 by Washington Technology.
- Led “*Journey to Excellence*” program that included working with key stakeholders to identify annual transformation objectives, then created plan and communications strategy to include marketing collateral and messages targeted to all 11,000 global employees across the Americas Division.
- Developed a standard methodology and a set of best practices for Serco Americas called the “*Serco Way*” based on key phases (Gates 0-9) within a business lifecycle framework from business development, through to project transition and ongoing operations.
- Launched a PM Community of Practice for improved collaboration among over 500 PM’s across the Americas division; established PM training program to institutionalize leadership, financial and project management knowledge and skills; managed PMI PMP exam preparation course that trained over 300 PM’s each year.
- Worked closely with Serco HR team to develop a global corporate university using the SkillSoft Learning Management System platform with over 3,000 online courses with almost 40% of workforce taking at least one or more courses 6 months after launch.
- Managed agenda and content for monthly senior executive business forum focused on reporting business performance results and progress on transformation activities.

Selected from over 70,000 employees for a global company award for “*making an exceptional impact*” to the company in 2009.

MANAGER, SGT

2003 – 2006

Directed all aspects of business and finance operations for \$25M Business Unit with 350 staff providing IT and PM services for this provider of services to multiple Federal Government accounts including NASA.

- Instituted Lean-based improvements to operational practices including planning, budgeting and forecasting – results led to company receiving first 100% award fee score on the NASA Goddard Space Flight Center PAAC II contract.
- Implemented an earned-value management system and reporting tool, and performed monthly operational and financial analysis with key operations leaders.
- Worked with corporate leadership team to complete a Baldrige-based quality assessment for which the company received a Maryland Quality Award for its commitment to performance excellence.
- Led development and deployment of new practices and processes in software development and systems engineering – resulted in company attaining CMMI ML 2 on-time and on-budget in under 1-year.

DIRECTOR, AETHER SYSTEMS

2001 – 2003

Managed IT staff of 25 for this wireless products company. Responsible for both internal IT services in support of employees, and worked closely with sales teams to architect and implement customer facing purchasing and provisioning solutions that integrated with corporate internal business systems.

- Led IT due diligence and integration activities for 4 acquisitions, 2 of which were new and 2 were already complete but required work to optimize integration synergies.
-

- Managed development of B2B and B2C solutions for key clients including Merrill Lynch, Sharp and AOL.
- Led implementation of an enterprise architecture and integrated back office business system solution, including integration of Oracle ERP and Clarify CRM.
- Instituted service levels based on ITIL that improved IT services availability/reliability.
- Reduced IT expenses by consolidating staffing, applications, and system platforms at locations across North America.

DIRECTOR, MICROS SYSTEMS*1997 – 2000*

Led \$30M Business Unit with 110 staff providing sales, account and project management, consulting services, product management and support, and logistics, for this \$1B industry leading global manufacturer of hardware and software products to the retail and hospitality industries. Drove expansion of product and services offering in both existing and new markets and several distribution channels through 30+ major accounts, 10 corporate office locations and 90+ value added resellers – grew service revenues 20% and increased customer base while reducing Business Unit overhead costs by 25%.

- Successfully delivered over 300 consulting projects for multiple clients including Subway, Burger King, Hyatt, and ARAMARK.
- Led multiple new product introduction teams and product launches in multiple industry segments – from research and development through to pilot and full product release.
- Led troubled project reviews and turn-around by focusing on improved customer relationships, clarified expectations for service and product delivery and improved timing on recruiting and onboarding required workforce.
- Spearheaded supply chain improvements; reduced order entry time by 40% and reduced product returns by 25%.
- Developed training and mentoring program for improved accountability and productivity; reduced staff turnover by 5%.
- Managed 24/7 call center providing customer care, tech support and service dispatch.

DIRECTOR, BULLETS CORPORATION OF AMERICA*1996 – 1997*

Worked with franchise clients and multiple vendors to aggressively open 15 new restaurant locations across North America in 1 year for this high-growth hospitality company voted 1997 "Hot Concept" winner from Nations Restaurant News magazine. Responsibilities included all aspects of corporate IT and business system operations including point-of-sale systems that were linked back to headquarters office for sales and management reporting.

VARIOUS MANAGEMENT POSITIONS IN THE HOSPITALITY INDUSTRY*1990 – 1996***EDUCATION**

MBA , Smith School of Business, University of Maryland	2006
MS , Information Systems, University of Maryland	2006
BS , Accounting, George Mason University	1996
Certified Quality Manager , American Society for Quality	2005
Software Development Professional , IEEE Computer Society	2004
Microsoft Certified Professional , Defining Solution Architectures	2004
Certified PMP , Project Management Institute	2002
TS (Top Secret) Clearance , Department of Defense	2011