



Thomas Reed - Portfolio

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Introduction



Highly analytical and innovative professional with 20+ years of IT operations experience encompassing infrastructure, hardware, software, architecture, full lifecycle project management, customer service / support, product development, quality assurance, and process improvement in domestic and international organizations. Strategic and resourceful problem solver with innate ability to build entire IT organization from the ground up utilizing unique combination of technology and business expertise. Articulate communicator, with exceptional interpersonal skills to effectively build and lead cross-functional, diverse teams to meet critical deadlines.

Core Qualifications

- **Leadership & Team Building**
- **Project & Program Management**
- **Customer Service & Satisfaction**
- **Infrastructure & Software Management**
- **Business Strategy & Process Design**
- **System Engineering & Implementation**
- **Technology Streamlining**
- **Performance Improvement**
- **Strategic Analysis & Planning**

Work Philosophy

- Lead by Example
- Transparency
- Teamwork & Collaboration
- Open Communication
- Support one Another
- Embrace Change
- Invest in Employee Skills – continual improvement
- Everyone has a voice
 - Volunteer
 - Share Experience
 - Share Knowledge
- Re-examine processes regularly
- Develop Best Practices
- Proactive Approaches to Problem Solving

Recent Career Highlights

- Reorganized Delivery team globally post multiple acquisitions standardizing onboarding processes for customers receiving new services from Tangoe. Improved customer satisfaction 14% by transitioning from delivery to life cycle services. Estimated \$1M+ in additional onboarding of new business.
- Standardized and improved processes reducing deployment and integrating time by 33% average in each product line via implementation process improvements saving \$2M+ in resource utilization.
- Created education and mentoring programs in addition to open communication policy focusing on cross training individuals. Used recognition and incentive programs promoting performance and clear paths of growth. Achieved 0% attrition during tenure within Tangoe – normal 20%+ attrition rate across organization.

Work Samples

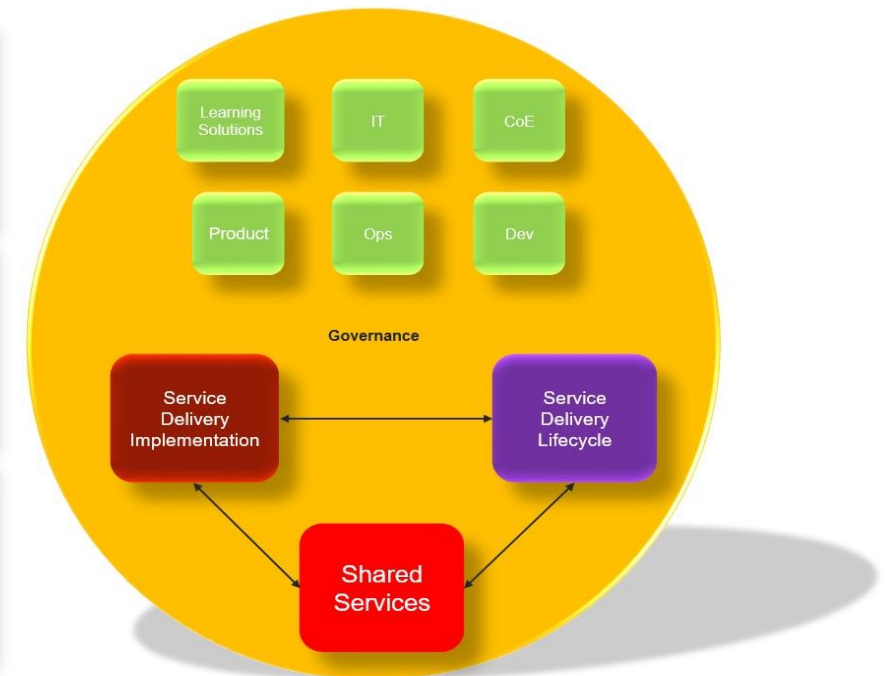
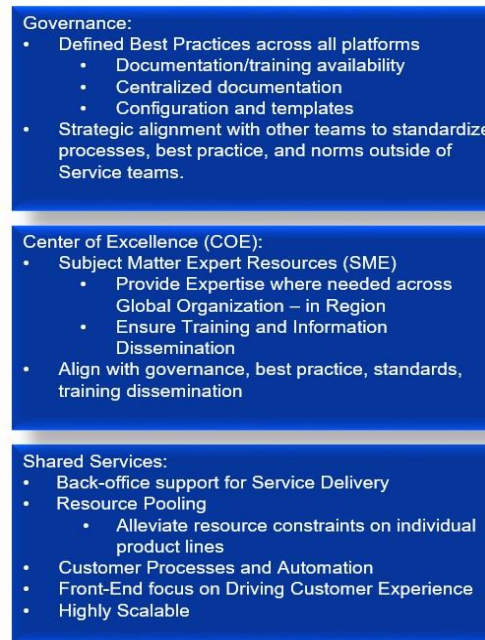
Project 1 - Service Delivery Restructure

Challenge – Tangoe Inc., through acquisition of 10 companies over 10 years resulting in over a dozen product lines offered to the customer base. Customer who purchased multiple products had to work with separate project teams (project managers and engineers) for each product line. Caused confusion on ownership of problems, Satisfaction issues with lack of single point of contact for customer, resource challenges when certain product lines spiked in newly closed opportunities.

Solution – To increase customer satisfaction, resolve resource capacity planning, and alleviate product silos. I used ITIL methodology to reorganize the Tangoe Global implementation team. Created multiple new teams to address organizational change challenges. (see diagram below)

Results

- All Delivery Teams structured into one Delivery Organization.
- Higher Visibility to Global Delivery issues (resourcing, cost, customer satisfaction, support issues)
- Improved Customer Satisfaction 14% during delivery of services
- Alleviated Resource constraints by Pooling engineering and project management resources.
- Increased employee skillsets by cross-training into additional product lines.



Work Samples

....continued

Project 2 – Implementation Transformation

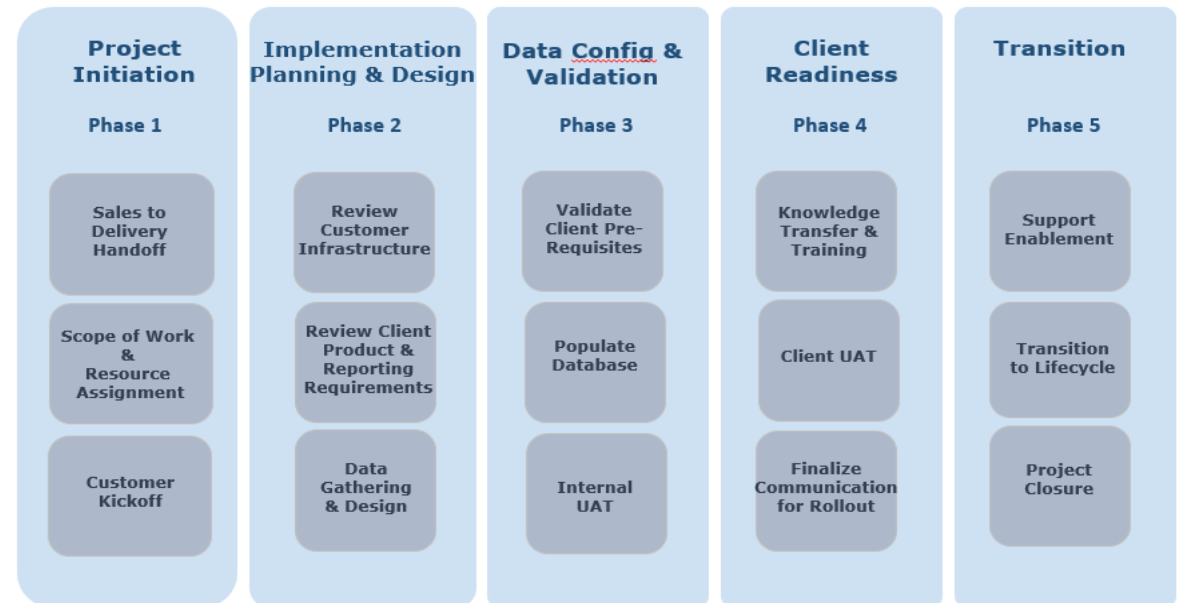
Challenge – Tangoe Inc., Implementation timeframes for project closure are running past allotted cost and duration. Satisfaction Issues caused with many customers looking to start utilizing solutions under contract. Lack visibility to individual project information across global delivery. No standardized tools for Project Management and issue tracking. Lacked smooth handoff from Sales to Delivery teams.

Solution – Implemented Standard Project Management process, Project Management tools and software, issue tracking software, and standardized reporting to gain visibility. (see sample report and process diagrams below)

Results

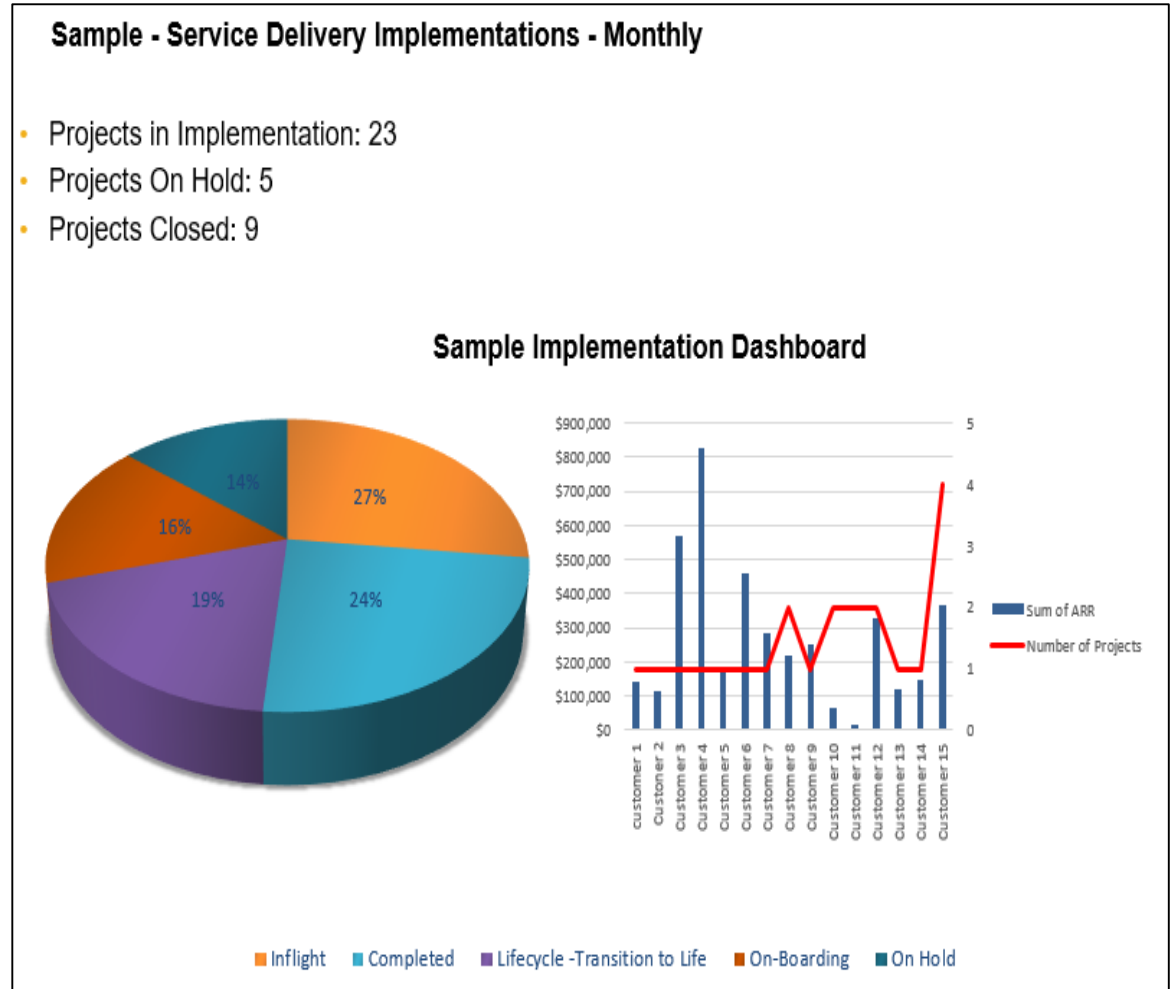
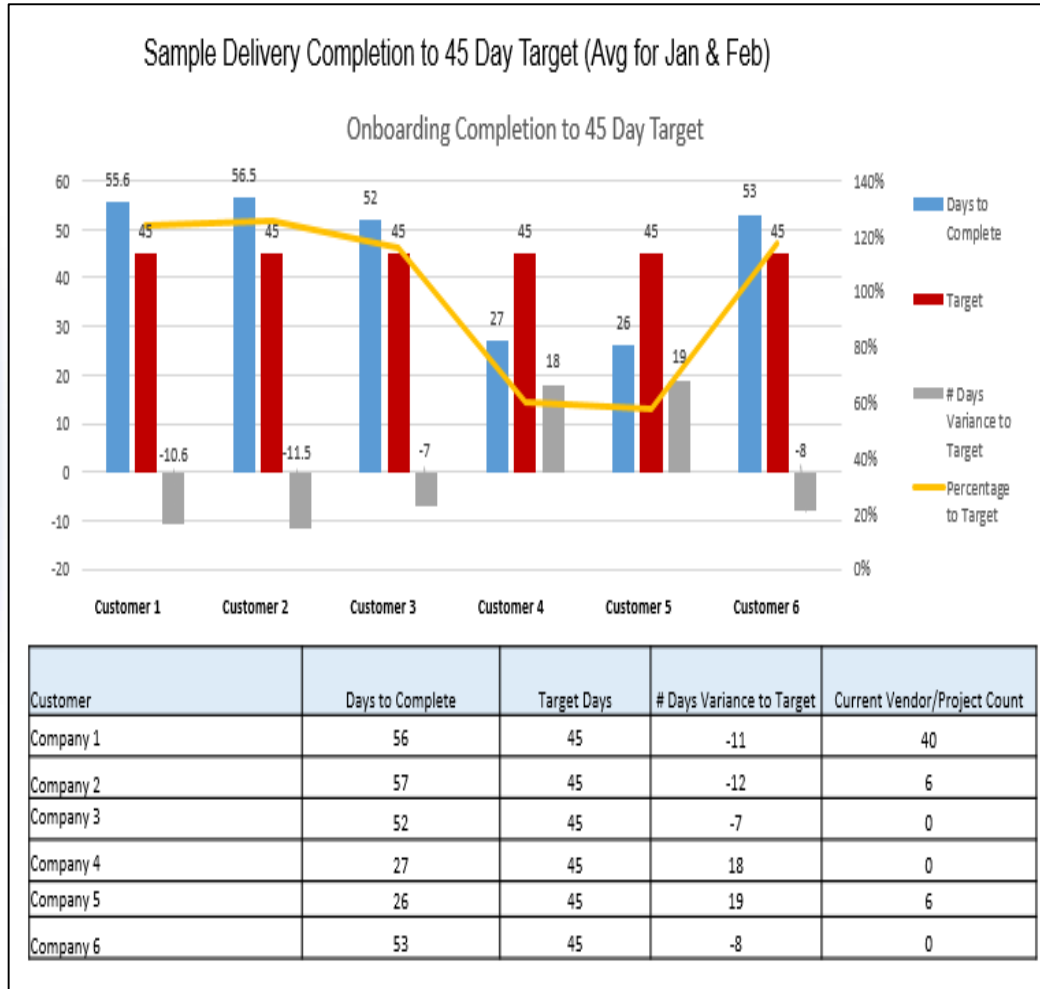
- Standard PMI based Project Methodology
- Standardized to MS Project and Software tools. SaaS Project Management solution (Quickbase)
- Standardized Reporting format and distribution for global visibility
- Created Processes for Sales to Implementation and Implementation to Lifecycle Checklists for smoother transition
- Reduced Implementation timelines at a 33% average across all product lines.

Standard Project Process - Overview



Work Samples

....project 2 - Implementation transformation continued



Work Samples

....continued

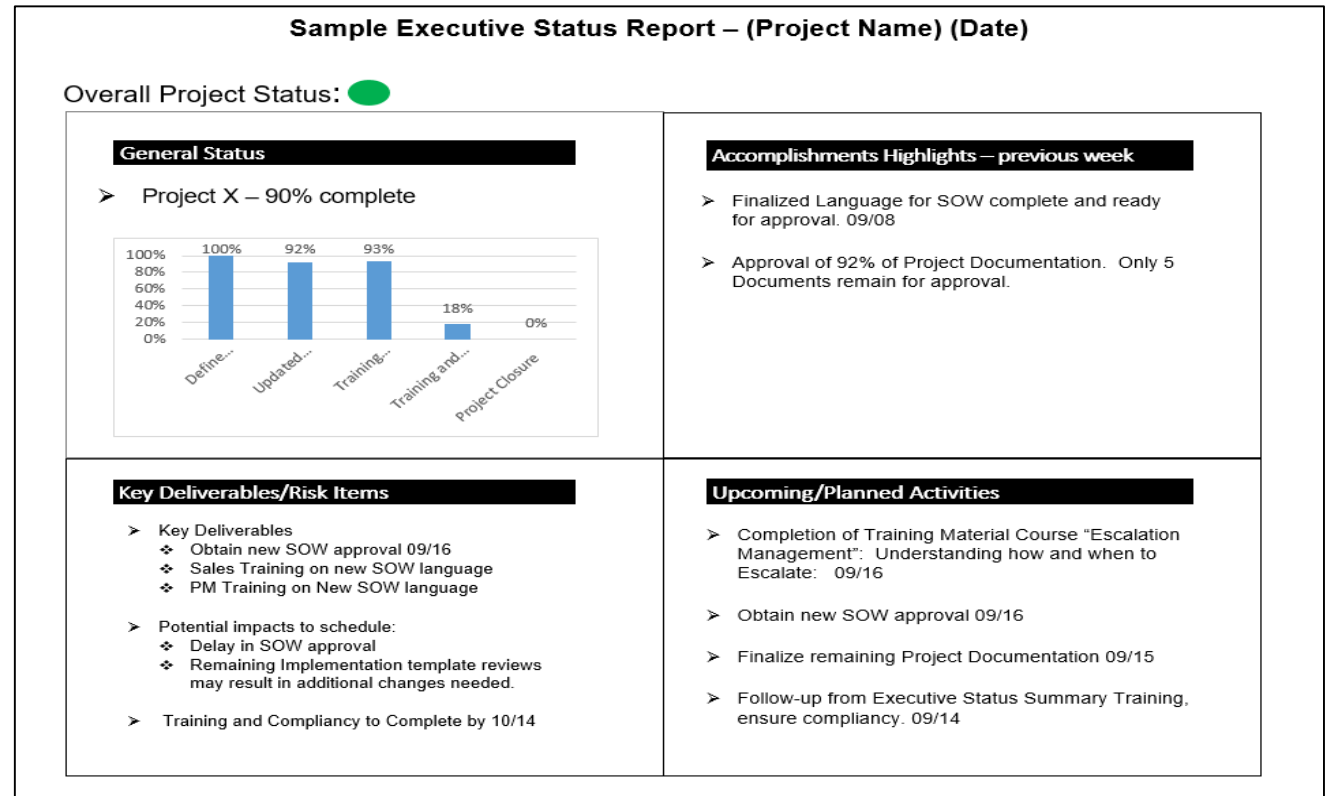
Project 3 - Executive Dashboard

Challenge – Executive and Senior Leadership require dashboard updates on key customers, issues, challenges. With 100+ projects and initiatives going on at any given time, executive leadership could not go through full product plans, reports, and system dashboards. Needed visibility just in time methodology for visibility to specific customers and projects.

Solution – Created simple dashboard for real time visibility. (see template below)

Results

- Improved Visibility
- Improved Customer Satisfaction with proactive response time with issue visibility
- Standardized Reporting format and distribution lists for global visibility



Recommendations

“Tom Reed understands process and efficiency. He is able to lead employee’s through the necessary changes while coaching them on the benefits, really bringing them together to appreciate the process.. He is a team player in the truest sense of the word. A trait that is necessary to improve efficiency and customer satisfaction.”

– Jim Murphy, Implementation Director, Tangoe Inc.

“Tom is an outstanding Technology Leader. I had the pleasure of working with him for about 4 years. When we started together, Tom ran the implementation team for our MDM product lines. I worked closely with Tom with frequent collaboration on a number of projects. Tom is a guy always willing to say yes to supporting technical and business development initiatives to support overall business objectives. He stepped up every time when I had a customer issues or needed his expertise to move a deal along without question. Tom’s team respected as well as his colleagues and ultimately, he advanced to run delivery for all Tangoe product lines globally. We worked hard and had a lot of good times working together. Tom is an asset to any company's leadership team.”

– Aric Philipson, Vice President, AOTMP

“Tom was a pleasure to work with at InterNoded. While he worked for us, he led and executed several critical wireless infrastructure analysis and messaging system engineering projects. Each was delivered on-time, under budget, and with a very high degree of customer satisfaction. He has a strong technical mind, is well organized, and communicates well with co-workers and customer resources - Tom is asset for any IT organization looking to deliver high-quality solutions and services.”

– Robert Bergman, Director, Cloud Service Strategy, Plum Choice Inc.

Additional Recommendations @ <https://www.linkedin.com/in/thomasmreed>



Contact Information

Thomas Reed

thomasmreed@Verizon.net