

# Michael Roberts

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## SENIOR-LEVEL OPERATIONS MANAGEMENT

### PROFESSIONAL PROFILE

- High-performing technology operations-management executive with expertise in building/optimizing organizational processes, measurement systems, and infrastructure to maximize business results in product and service operations worldwide.
- Skilled strategist who transforms strategic plans into workable solutions and benchmarks performance against key operational targets/goals.
- Cisco, ComTIA and Microsoft certified with extensive scope of responsibility, proven success, and track record of delivering optimal results in high-growth environments through initiatives that exceed operational performance targets and yield measurable outcomes including:
  - operational improvements
  - improved customer retention
  - reduced product-development time
  - cost reductions through improved process performance
  - productivity gains
  - revenue growth

### CAREER PROGRESSION

**Advanced Internet Technologies, Inc.** (AIT) is a privately-held Fayetteville, North Carolina firm specializing in providing mission critical data center infrastructure to application, platform and website hosting clients around the world ranging from small to medium sized companies and organizations to Fortune 500 businesses, state and federal government entities.

#### *Chief Operating Officer*

*2008 - Present*

Responsible for all technical and operational assets including sales, marketing, customer service and call center responsibilities, technical support, systems administration, network and systems engineering and application development. Technical organization serviced over 10,000 customers on a 24x7 basis for various technologies ranging from web servers and database servers to internet access and connectivity. Developed partnerships with technology companies that provided services to AIT customers. Partnerships saved AIT money on infrastructure, while providing services that AIT customers could use and resell.

#### *Vice President, Operations and CIO*

*2002 - 2008*

Responsible for all technical assets including, technical support, systems administration, network and systems engineering, and application development. Assisted in company attaining Inc 500 award twice and Deloitte and Touche Fast 50 award twice. Implemented new customer service metrics for managers in several departments increasing efficiency and customer retention. Decreased customer churn by 2% to company goal. Implemented a VMware ESX environment with a consolidation ratio of 100:1, decreasing costs and saving the company millions in hardware expense and infrastructure management. Interviewed, evaluated and hired engineers, administrators and other technical personnel. Managed software licenses for the entire organization, including service provider licensing models.

#### *Sales Manager*

*2000 - 2002*

Responsible for developing a highly motivated team of outbound sales executives for aggressive sales initiatives. Created a team of 24 sales representatives focused on new market share sales. Created a system of technical training for sales executives allowing the company to shorten the training cycle for sales representatives for quicker ROI. Consistently managed new customer growth to above industry standard levels. Directed the sales strategy for competitor targets and developed strength and weakness analysis for sales campaigns.

#### *Customer Service Manager*

1998 - 2000

Responsible for day to day technical support operations. Managed a group of up to 40 individuals on a 24x7 shift rotation. Modified shift work by employees to accommodate customer needs during peak hours, yet provide employees with desirable schedules, while still providing 24x7 coverage. Assisted in creation of company's proprietary trouble ticket system and implemented new procedures to increase responsiveness to customer inquiries. Developed company intranet server with storage of company information and tools for use in servicing customers. Developed internal help library and knowledge base, which included answers for technical issues, along with a series of internal training documents.

**Herr Foods, Inc.** produces and markets snack food products for retail customers internationally. It offers potato chips, chocolate covered pretzels, tortilla chips, cheese curls, pretzels, baked potato crisps, popcorn, popped chips, corn chips, pork rinds, potato sticks, and salsa products. The company sells its products through distributors and online. Herr Foods Inc. was formerly known as Herr's Potato Chips, Inc. and changed its name to Herr Foods Inc. in 1983. The company was founded in 1946 and is based in Nottingham, Pennsylvania.

#### *Route Sales*

1990-1997

- Employed as a Summer Route Salesperson; responsible for collecting and safekeeping up to \$3000 per day, performed customer service; responsible for inventory on truck.
- Also employed as Warehouse personnel; organized products within warehouse, implemented a system of delivery to sales people; worked with other warehouse personnel as a team to increase efficiency in new plant.
- Hired 6 summers in a row.

## **EDUCATION AND TECHNOLOGY EXPERIENCE**

- Bachelor of Science in Business Administration, Methodist College, Fayetteville, NC
- Microsoft Certified Professional – MCPID 3628074
- CompTIA A+, Network+, Security+, Server+, Linux+ - ID COMP001005749395
- SAIR Linux Certified Systems Administrator
- Technology systems experience: VMware ESX/vSphere (9 years), LAMP stack (10 years), VPN (10 years), Cisco IOS (8 years), LAN/WAN (10 years), Cisco Call Manager (16 years), Red Hat and CentOS Linux distributions (10+ years), Windows Server (10+ years), TCP/IP (15 years), DNS (16 years), General Networking (16 years), WordPress (6 years), SMTP server troubleshooting (10 years), NFS/NAS (10 years), Perl (10 years), PHP (8 years), CSS (5 years), HTML (16 years), CSS3/HTML5 (2 years), MySQL (10 years), MS SQL (15 years), PCI Compliance (10 years), HIPAA Compliance (3 years), Microsoft Office (20 years), Key Account Management (17 years), KPI creation (10 years), License management (10 years), Contract negotiations (15 years), Internet marketing (10 years), IoT (2 years), social media marketing (8 years), Salesforce (2 years), SugarCRM (7 years), Experience with API technologies and platforms (5 years), Agile development methodology (15 years)