



Michael Roberts, SPC, ICP-ATF, ICP-TAL, A+, Net+, Sec+, MCP
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Overview

High-performing technology sales and operations-management executive with expertise in building/optimizing organizational processes, maximizing customer value, and delivering the best business results in product and service operations worldwide.

Experience

Director of Customer Engagement

ASPE – Cary, NC

2/2017 - Present

- Responsible for top line revenue for ASPE products and services, including a specific gross margin per product. Team exceeded sales goals for team by over \$1M in second year with the company, and increased gross margin by 3x.
- Organized and managed a direct sales team of 10 individuals in 3 distinct job roles: Regional Training Advisors, National Account Managers, Enterprise Program Management. Reduced turnover and created culture of teamwork.
- Advised ASPE executive team members on product and service packages, marketing efforts, and conferences/events to maximize return on investments.

Chief Operating Officer

Advanced Internet Technologies – Fayetteville, NC

2/1998 – 2/2017

- Started with the company in it's infancy as a Tier 1 Technical Support rep and worked to managerial position within 1 year. Over the course of approx. 9 years became Customer Service Manager, Sales Manager, COO for a subsidiary (DigiVerge), VP of Operations, CIO and then COO for the remaining 10.
- 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.

Education & Certifications

Bachelor of Science in Business Administration

Methodist College – Fayetteville, NC

1998

Active Certifications:

- Certified SAFe® 4 Program Consultant (SPC)
- Microsoft Certified Professional (MCP)
- CompTIA A+, Network+, Security+
- ICAgile (ICP-TAL, ICP-ATF)

- Public Speaking**
- Wisconsin Business Analyst Development Day (WIBADD) – May 2019
 - Title: Mission to Mars: An Agile Adventure
 - IIBA Minneapolis/St. Paul Professional Development Day – April 2019
 - Title: Mission to Mars: An Agile Adventure
 - Southwestern Ohio Business Analyst Conference (SOBARC) – April 2019
 - Title: The Impact of DevOps on the Business Analyst
 - PMI Mid-Nebraska Chapter Professional Development Day – Nov 2018
 - Title: Mission to Mars: An Agile Adventure
 - IIBA Birmingham Chapter – Sep 2018
 - Title: Benefits of SAFe to the agile (or non-agile) enterprise
 - IIBA St. Louis Professional Development Day – Sep 2018
 - Title: Mission to Mars: An Agile Adventure
 - NCPMI Public Sector CoP – Apr 2018
 - Title: Agile in the Public Sector: Overcoming the Challenges
 - NCPMI Program Management Office CoP – Oct 2017
 - Title: Mapping Project Management to DevOps-style work flows
- Along with approximately 35 direct client webinars, lunch and learns, etc.

Technology Experience

VMware ESX/vSphere (10+ years), LAMP stack (10+ years), Citrix XenServer (6 years), VPN (10+ years), Cisco IOS (10+ years), LAN/WAN (10+ years), Cisco Call Manager (10+ years), Red Hat and CentOS Linux distributions (10+ years), Windows Server (10+ years), TCP/IP (10+ years), DNS (10+ years), General Networking (10+ years), Agile development methodology (10+ years), WordPress (10+ years), SMTP server troubleshooting (10+ years), NFS/NAS (10+ years), Perl (10+ years), PHP (10+ years), CSS (7 years), HTML (10+ years), CSS3/HTML5 (4 years), MySQL (10+ years), MS SQL (10+ years), PCI Compliance (10+ years), HIPAA Compliance (4 years), Microsoft Office (10+ years), Key Account Management (10+ years), KPI creation (10+ years), License management (10+ years), Contract negotiations (15 years), Internet marketing (10+ years), IoT (4 years), social media marketing (10+ years), Salesforce (4 years), SugarCRM (8 years), Marketo (2 years), API Integrations (9 years)

References Personal and professional references can be supplied upon request