



Michael Roberts, SPC5, ICP-ATF, ICP-TAL, A+, Net+, Sec+, MCP
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Overview

IT industry professional with more than 22 years of experience in bringing technology and software to the marketplace. Cisco, ComTIA, Microsoft, SAFe and ICAgile certified with extensive scope of responsibility, Michael has a proven track record of delivering optimal results in high-growth environment and using data and technology to achieve goals. I enjoy speaking at events to showcase capabilities, working with clients to develop a solution to a business problem, and working with my coworkers to foster a true team environment that enables business

Experience

Director of Customer Engagement

ASPE Training / Cprime – 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® 5 Program Consultant (SPC)
- Microsoft Certified Professional (MCP)
- CompTIA A+, Network+, Security+
- ICAgile (ICP-TAL, ICP-ATF)

Public Speaking

Cedar Rapids BADD (IIBA Eastern Iowa) - Nov 2019

- Title: The Impact of DevOps on the Business Analyst

KC Mid-America PMI Chapter Professional Development Day - Oct 2019

- Title: Mission to Mars: An Agile Adventure

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 (9 years), HTML (10+ years), CSS3/HTML5 (4 years), MySQL (10+ years), MS SQL (10+ years), PCI Compliance (10+ years), HIPAA Compliance (5 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 (5 years), social media marketing (10+ years), Salesforce (4 years), SugarCRM (8 years), Marketo (3 years), API Integrations (9 years), Scaled Agile Framework (2 years)

References

Personal and professional references can be supplied upon request