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, Scaled Agile Framework (SAFe) and ICAgile certified with extensive scope of responsibility, I have 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 positive business outcomes.

Experience

Director of Customer Engagement
Cprime – Cary, NC
9/2019 - Present

- Worked as one of the primary leads in integrating ASPE into Cprime after the acquisition.
- Managed 2 different sales teams and 2 sales support contributors to achieve revenue goals post acquisition and during the COVID-19 pandemic.
- Developed data-driven sales processes and techniques including the implementation and use of Yesware, Gong, and other sales technologies within the sales team.

Director of Customer Engagement
ASPE Training – 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 24×7 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-AHR, ICP-ATF)
- Atlassian Sales Professional
- Atlassian Technical Sales Professional
- JB Sales Training

Public Speaking

IIBA Minneapolis-St. Paul Professional Development Day - Apr 2021
- Title: Where do Business Analysts fit into the Scaled Agile Framework

IIBA Minneapolis-St. Paul Professional Development Day - Apr 2021
- Title: How to Future Proof Your BA Career with AI and ML Skills

Projectbites.com - Apr 2021
- Title: To Agile or Not to Agile

PMI Savannah Chapter - Feb 2021
- Title: The Impact of DevOps on the Project Manager

PMI South Carolina Midlands Chapter - Feb 2021
- AI/ML: How to Future-Proof Your PM Career with AI/ML skills

IIBA Houston - Jan 2021
- Title: Learn to Build Digital Products using Agile

PMI Willamette Valley Chapter PMC 2020 - Sep 2020 – Oct 2020
- Title: The Impact of DevOps on the Project Manager

Agile COP of the NC PMI - Sep 2020
- Title: Impact of DevOps on the Project Manager

BADD in the Desert 2020 - Sep 2020
- Title: AI/ML: How to Future Proof Your BA Career

KC Mid-America PMI PDD 2020 - Sep 2020
- Title: The Impact of DevOps on the Project Manager

PMI Florida Suncoast Chapter - Sep 2020
- Title: The Impact of DevOps on the Project Manager

PMI Willamette Valley Chapter - Sep 2020
- Title: Taming the HiPPO with a Data Driven Culture

IIBA Houston - Aug 2020
- Title: Where does the BA fit into SAFe?

KC Mid-America PMI - Aug 2020
- Title: AI and ML - How to Future Proof Your PM Career

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Magic City BADD 2020 (IIBA Birmingham) - Aug 2020
- Title: AI/ML - Future Proof Your BA Career

IIBA Northwest Arkansas - Jul 2020
- Title: Agile Certification Trends: What's best for you?

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

Agile practices (10+ years), 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 (4 years), API Integrations (9 years), Scaled Agile Framework (4 years), Yesware (2 years), Gong (2 years), Livechat.com (1 year), Drift (2 years)

References

Personal and professional references can be supplied upon request

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