

Jesse K. Johns

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PROFILE

Successful, results-driven, senior-level program manager with extensive background in the high-tech industry in the areas of product and service marketing and development, training and operations. Recognized by peers and management as a dedicated team player and leader. Excellent communicator with an emphasis on building strong, mutually beneficial relationships with customers and vendors. Known for innovative and creative thinking. Highly adaptable to new challenges and opportunities.

CORE COMPETENCIES

- Supervisory and cross-functional team leadership
- Project/program management
- Vendor/Channel Partner contract negotiations
- Vendor/Channel Partner relationship management
- Product and services marketing and development
- Business development
- Customer service
- Training development and delivery
- Call center operations
- Process improvement and optimization
- Budget and P&L management
- Strategic & tactical business planning
- Risk management
- Resource & asset management

NOTABLE CAREER ACHIEVEMENTS

- Negotiated a \$350,000 reduction in service and training contract with Microsoft
- Negotiated \$500,000 in free advanced training from Microsoft
- Created and implemented an advance training boot camp for High Performance Computing Cluster software
- Created and implemented webinar training and utilized virtual lab capabilities in order to reduce training time by 66% and impact to technical support queues SLAs
- Created service offerings that increased hardware sales by 13% and service uplift sales by 25%
- Reduced training development cycle by 25%
- Negotiated remote lab and training location for field deployment engineers and reduced travel and lay-over time by 35%
- Created and implemented multi-vendor support processes for enhanced service offerings
- Produced online customer training for emerging technologies (SAS, Bitlocker, RAID 60)

TECHNICAL SKILLS

- Windows XP & Vista Operating Systems
- Microsoft Office (Word, Excel, PowerPoint, Access, Outlook, OneNote)
- Microsoft Publisher
- Microsoft Project
- Microsoft Visio
- Adobe Acrobat

PROFESSIONAL EXPERIENCE

Dell, Inc. Round Rock, Texas

2000-2008

Sr. Program Manager, Global Learning & Development 2008

- Led training analysis meetings between training content developers, instructional designers and customers to determine their training needs and delivery requirements.
- Determined and led cross-functional teams to implement global training strategy.
- Managed vendor relationships between Dell and Microsoft, IBM, Citrix, Sun Microsystems, Red Hat, Novell, VMware, Commvault, Symantec, Vizioncore, Topspin / Cisco, and Marvell.
- Negotiated contracts and contract amendments and renewals with vendors.
- Prepared and presented training budgets to senior level management.
- Prepared and presented quarterly business reports to senior management on performance of training strategy and vendor performance.
- Met with call center senior management quarterly to review global training strategy and its effectiveness.

- Sr. Project Manager, Enterprise Training** 2006-2007
- Determined and led cross-functional teams to implement training strategies for regional technical support and field services organizations.
 - Managed relationship with training vendors (New Horizons, ExecuTrain, Akibia and ATC) to provide supplemental training to meet customer's short- and long- term needs.
 - Conducted weekly project status reviews with stakeholders and their management sponsors.
 - Led training development and delivery teams to develop and deliver training to 700+ telephone technical support and field personnel located in North and South America.

- Sr. Program Manager, Operations Readiness** 2005
- Created plan and led cross-functional team to implement a training program for all field deployment team members (200 field engineers and consultants).
 - Prepared and presented monthly status reports to senior management on training effectiveness and readiness.
 - Negotiated vendor contracts for training field deployment teams.
 - Negotiated facilities contract for remote lab and training facilities.

- Sr. Program Manager, Services Marketing & Readiness** 2000-2004
- Managed the service and support program for the enterprise line of business.
 - Conducted reviews of Marketing Requirement Documentation (MRD) to determine impact to product serviceability with cross-functional teams (logistics, SKUs, marketing, professional services, custom factory integration, field deployment, procurement and customer support).
 - Led cross-functional teams (logistics, SKUs, marketing, professional services, custom factory integration, field deployment, procurement, legal and customer support) to ensure a successful launch of products and services.
 - Led quality and sustaining cross-functional teams (engineering, sustaining engineering, customer support, logistics, legal and procurement) to address post-release issues.
 - Reviewed and approved of all training events for customer support and field delivery personnel.
 - Created new service offerings that contributed to the increase in sales of service contracts.

Tandem/Compaq Computer Austin, Texas 1993-2000

- Sr. Program Manager, Service Readiness** 1994-2000
- Managed the service and support program for products from concept to end-of-life on Integrity Non-Stop UNIX platforms and their associated operating systems.
 - Participated on product core team for all service and serviceability issues.
 - Created and led global effort to standardize the support policy for all global call centers.
 - Reviewed and approved of all training events for telephone technical support and field delivery personnel.

- Document Control Specialist** 1993
- Documented changes made to hardware and software for Integrity Non-Stop Unix platforms.
 - Advised development organizations of processes used to document changes to engineering documentation.
 - Trained engineering and project managers on the use of corporate change management systems.

EDUCATION

Paralegal Studies - Blackstone Career Institute
Bachelor of Arts - University of Texas at Austin

TRAINING

Enhancing Team Performance – Novations
Tools and Techniques of Project Management – Novations
Managing Integrated Programs - Integrated Project Systems
Project Management - Integrated Project Systems
Train the Trainer Program - Austin Community College