

Senior Director of Client Success & Data Strategy

PROFILE

Accomplished technology leader with 25+ years driving innovation and business growth through strategic IT solutions.

Proven expertise in emerging technologies, data analytics, and managed services.

Expert at bridging technical operations with client needs, building high-performing teams, and transforming IT into a strategic growth engine.

CORE COMPETENCIES

Leadership

• Emerging Technologies • Data-Driven Decision Making • Digital Transformation • Change Management

Technical

• AI and Automation • Data Analytics • Cloud Solutions • VMware • Citrix • Microsoft Technologies

Business

• Sales Enablement • Client Relationship Management • Trusted Advisor • Solution Architecture

EDUCATION

Embry Riddle Aeronautical University | 1978 - 1980

Associate of Science

Clayton State College | 1990 - 1992

Associate of Applied Science (AAS)

WORK EXPERIENCE

Mid-Size MSP | Director of Emerging Technologies | January 2025 to October 2025

- Spearhead emerging technology strategy leveraging AI and cutting-edge solutions to drive business growth.
- Develop sales enablement training programs that empower teams to communicate technical offerings effectively.
- Act as strategic advisor to clients, ensuring alignment between technology solutions and business objectives.
- Bridge cross-functional collaboration between sales and technical teams to maximize outcome.

Mid-Size MSP | Director of Data Services | April 2021 to January 2025

- Built and led data services practice, delivering actionable insights and strategic recommendations.
- Leveraged data analytics and automation to optimize operational efficiency and demonstrate measurable ROI.
- Developed holistic approach positioning IT as competitive advantage for clients.
- Established data-driven frameworks informing strategic decision-making across client organizations.

Mid-Size MSP | Director of Customer Success | November 2018 to March 2021

- Worked closely with onboarding, support, and account management teams to improve client satisfaction and retention across managed IT, cybersecurity, and cloud services.
- Used data analytics and service dashboards to identify system issues, monitor SLAs, and proactively address performance gaps.
- Built trusted relationships with SMB clients through consistent communication, quarterly reviews, and measurable service improvements that enhanced reliability and client experience.

Global Aviation Technology Company | Field Engineer | June 2016 to November 2018

- Deployed mission-critical air traffic management systems for FAA, NASA, and global aviation customers.
- Supported FAA's Interim Voice Switch Replacement program and Command Center voice conference system.
- Provided technical expertise for safety-critical aviation systems across 60+ countries.

Global Consulting Firm | Client Services Manager | April 2012 to January 2016

- Led global client services team delivering technical support for enterprise e-discovery solutions.
- Developed performance measurement frameworks and service standards exceeding client expectations.
- Implemented process improvements enhancing efficiency, productivity, and customer satisfaction.
- Provided training for Windows Server, VMware, Citrix, SQL Server, and SharePoint environments.

Established East Coast MSP | Engineering Services Manager | July 2011 to December 2011

- Built Level 3 engineering team with expertise in VMware, Citrix, Juniper, IBM Storage, and DR solutions.
- Served as project manager and client relationship manager for infrastructure projects.
- Partnered with sales engineering to develop technology solutions and project planning.

SMB Focused MSP Vice President of Client Relationships | 2010 to 2011

- Maintained 95% client retention rate serving as trusted technology advisor to 40+ business clients.
- Conducted monthly network assessments and quarterly technology roadmaps with C-level stakeholders.
- Identified cost-saving technologies and efficiency improvements increasing client profitability.

SMB Focused MSP Vice President of Client Operations | 2008 to 2010

- Managed operations and help desk supporting 48 servers and 300+ workstations.
- Reduced operational costs 60% through apprenticeship program and strategic outsourcing.
- Increased staff efficiency from 7 to 32 personnel through workforce development strategies.

SMB Focused MSP System Engineer | 2007 to 2008

- Managed 30 client accounts with multiple concurrent infrastructure projects.
- Installed, configured, and maintained multiple server and operating system platforms.
- Built reputation for technical excellence resulting in high volume of repeat business.

Telecommunications & Defense Systems Integrator | Project Engineer, Systems Integration | 1999 to 2002

- Led \$40M TMS network system integration for US Air Force Central Command telecommunications.
- Managed \$8.5M integration project for US Army European Central Command theater-wide communications.
- Developed ISO procedures documenting integration efficiencies and best practices.
- Reduced system implementation time by one week through process optimization.
- Decreased on-site installation time by 5+ hours per customer through automation.

Defense Communications Contractor | Manager, Systems Integration and Testing | 1998 to 1999

- Managed team of 8 technicians delivering portable voice/radio/data switches for Department of Defense.
- Successfully integrated 100+ systems from component boards to fully operational platforms.
- Developed comprehensive system test procedures and quality standards.

Aviation Systems Integration Company | Integration and Systems Test Technician | 1994 to 1998

- Integrated Air Traffic Control Voice Data Systems for FAA and international customers.
- Traveled globally to ensure customer satisfaction and timely system installation.
- Established integration, troubleshooting procedures, and technical standards.
- Supported engineering, customer service, and field operations with technical expertise.