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SENIOR PROGRAMS MANAGER

Experienced senior manager with significant global experience and a proven track record in Risk Management, Project Quality, Customer Experience and Customer Support in Services, Support and Engineering roles with major blue-chip companies. Successfully led major programs, projects and change initiatives to positive outcomes to meet organisational and business objectives delivering clear and demonstrable ROI, increased revenue, business improvements and operational efficiencies.

SUMMARY OF KEY STRENGTHS

- Extensive experience developing and maintaining relationships at all levels internally and with strategic Fortune 100 accounts.
- Proven track record of leading and driving strategic initiatives to completion in matrix organizations, including people, policy and process change programs.
- Ability to manage, understand and resolve complex technical issues based on sound business judgment, impact assessment and risk mitigation.
- Leading, planning, organizing, managing projects/programs to achieve desired results.
- Exceptional verbal, written and presentation communication skills, well-honed influencing, negotiation and consultative selling skills.
- Experience leading and managing global and remote teams, leading change initiatives, mentoring and performance management. Budget responsibility for teams of up to 20 staff.
- Top-level escalation management; specifically helping high value customers meet business demands.
- Consistently attained trusted advisor status setting and delivering the highest standards of customer satisfaction from roles within customer service delivery, support, engineering and product divisions.
- International experience working with many customers in America, Europe, Asia Pacific and Africa.
- ITIL v2 (Manager) and ITIL v3 (Expert) certified with considerable ITIL/ITSM background working with many customers globally, holding an Advanced Master's in Project Management and certifications in Net Promoter, SCRUM Master and SAFe Agile.

SIGNIFICANT/KEY ACHIEVEMENTS

- Implementation of Net Promoter Survey with closed loop corrective action processes.
- Creation of a global Project Management Methodology with supporting tools and templates.
- No major project failures since implementation of Services high-risk project review process.
- Automation of global high-risk project review process (through Salesforce.com) to expedite approvals and reduce manual overhead (team has been able to absorb a >100% increase in volume without additional headcount since automating the process).
- Received Red Hat Consulting Services 'Top Gun' award for significant achievement.
- Successful delivery of projects supporting Red Hat GSS business goals/direction and 3-year strategy, including fully realized ROI for new case management system, Specialty Based Routing (SBR, aka swarming) and Knowledge Centred Support (KCS) implementation (approximately \$2.5M).
- Revamped and redesigned processes to achieve >75% improvements in operational efficiencies.
- Saved and facilitated approximately \$650M business per annum for HP Storage Division.
- Voted 'Most Valuable Player' in HP Storage Division based on personal success driving change and collaboration initiatives and programs.
- Achieved top 3 in HDI Best Support Center award and top 10 in ASP Best Support Websites award in first year of driving changes within Red Hat support organization.
- Support/drove move of Support Quality Analysts in moving to a Customer Advisor /Coach role.
- Introduction of predictive analysis/techniques and approaches to reduce customer effort and customer escalations.
- Partnered with Sales to understand and drive improvement to reduce opportunities lost as a result of a poor support experience.

PROFESSIONAL EDUCATION AND CERTIFICATION

- Certified SCRUM Master (CSM).
- Certified SAFe Agilist (SA).
- Net Promoter Certified Associate.
- Master of Science in Project Management (George Washington University).
- Certified ITIL v3 Expert.
- Certified ITIL v2 Manager.
- Six Sigma Green Belt.
- Chartered IT Professional status with British Computer Society (MBCS, CITP).
- 'Digital Management Institute' and 'Focus' management.
- Red Hat Certified Technician (RHCT).
- School education at highly respected schools in England, Europe and Asia, gaining level A passes in Mathematics, English Literature, Physics, Chemistry, French, Geography and English Language.

PROFESSIONAL EXPERIENCE/BACKGROUND

RED HAT

2017 – Present

Global Programs Director – Customer Experience, Project Quality & Risk Management

Accountable for the Global Customer Experience, Project Quality & Risk Management team strategy, and execution of tools and process improvements that support the successful sales and delivery of Red Hat Consulting Services projects.

Specific functions include Services Risk Management (pre-sales risk reviews of high-risk projects and ongoing reporting of high-risk projects in delivery), Quality Management (delivery and monitoring of global projects), Project Management process support and the Consulting Services Customer Experience/Customer Satisfaction Survey.

RED HAT

2015 – 2017

Global Lead - Customer Experience, Project Quality & Risk Management

Responsible for the underlying foundational processes and tools that support the successful sales and delivery of Red Hat Consulting Services projects.

Specific functions include Services Risk Management, Quality Management, Project Management process support and the Consulting Services Customer Experience/Customer Satisfaction Survey.

RED HAT ASIA PACIFIC

2015 – 2015

Global Project Management Office Lead (based in Singapore)

Temporarily assigned to Red Hat's APAC region and responsible for:

- Creation of an APAC PMO/PM Center of Excellence.
- Interviewing and mentoring/training project managers.
- Introduction of risk management practices to the APAC region.
- Driving implementation of a Net Promoter based survey.
- Creating project management/project governance standards and best practices across the region.
- Training APAC staff on risk management and project management best practices.

RED HAT

2011 – 2015

Global Project Management Office Lead

Responsible for globally leading the Project Management Office and Risk Management activities in Red Hat Services and accountable to improve project management and analysis, project quality, management and mitigation of project risk and driving implementation of a Consulting Services Customer Satisfaction survey (utilizing a Net Promoter framework).

- Managed and led future strategic direction of business operational functions; support experience project management and customer escalation management.
- Led and supported the roll-out of a globally consistent PM framework and PM standards.
- Review high-risk projects/opportunities and provide go/no-go recommendation for Services Executive Management Team. Report out monthly on status of all high-risk projects in delivery.
- Instil an organizational project management discipline and serve as an ambassador and evangelist for the adoption of formal project management fundamentals, principles and methodologies.
- Build Project Management awareness and create/drive/support any strategic initiatives as necessary
- Build and lead the Services Global PM Ambassadors program/virtual community. Create, enhance and further improve the Services PM Methodology/PMO Portal website.
- Devise and create training/communication initiatives to support the roll-out of the Services PM Methodology.
- Mentor/coach PMs in the regions as needed.
- Create and support a PM Value Proposition (best practices, sales objection handling etc.) for Services and Sales.
- Drive and implement a Net Promoter based survey for the Consulting Services organization.

RED HAT

2009 – 2011

Global Support Services

Subscriber Support Experience and Strategy/Business Planning Manager

Responsible for providing overall leadership for the functions reporting into the Subscriber Support Experience Group. Accountable to VP GSS for execution of the GSS strategic programs and support of all business planning activities.

- Managed and led future strategic direction of business operational functions; support experience project management and customer escalation management.
- Analysed, assessed, developed, standardised, articulated and deployed operational initiatives supporting improvements to the subscriber support experience across regions.
- Oversaw analysis of subscriber support experience issues, providing solutions and recommendations based on continuous closed-loop corrective action activities across GSS and Red Hat.
- Coached, mentored and provided direction to the next level management staff to drive overall accountability and performance improvements.
- Provide ongoing project management support to GSS programs, projects and initiatives to improve communication and successfully drive projects to completion.
- Successfully advocated use of project management fundamentals/principles, methods and standards to instil an organizational project management discipline in GSS.
- Managed external visibility and market position of GSS/Red Hat by identifying strategically important key certifications and awards and support initiatives to gain recognition.

HEWLETT-PACKARD / COMPAQ COMPUTER CORPORATION

1999 – 2009

StorageWorks Engineering Division

Worldwide Business Support Manager

Global responsibility for Storage Division 'Strategic Accounts' Program, Post Sales Business Escalation and Pre-Sales Deal Exception teams. Accountable for resolution of all customer satisfaction issues and acted as a change agent/leader for division driving effectiveness and efficiency improvements across HP.

Business Critical Servers Product Engineering Division

Senior Engineering Program Manager/ITSM Consultant

Employed in a semi-technical consultancy and advisory role responsible for managing consulting resources and customer escalations in Customer Care Consulting team and providing ITSM/ITIL consulting to Fortune 500 customers. Managed communication of product, technology and support information to customers, HP sales and services account teams.

COMPAQ COMPUTER / DIGITAL EQUIPMENT CORPORATION

1990 – 1999

Mission Critical Services Client Manager

Responsible for the design, development and creation of Mission Critical Services offerings in the UK and management of associated services delivery and customer satisfaction.

Operations Manager

Responsible for operational and material expense, headcount forecasting and full understanding of group's revenue and margin.

Senior Unit Manager and Service Delivery Manager

Responsible for maintaining and increasing customer and employee satisfaction, service quality and managing a team of 25 site-based engineers supporting key/strategic accounts.

Senior Customer Support Engineer

Responsible for delivering technical support services to UK customers and the coaching of junior engineers with their careers and work experience.

ROYAL AIR FORCE**1982 – 1990****Telecommunications Technician**

Responsible for management and repair of intelligence based computing equipment and managing relationships with internal and external government suppliers. Held highest security clearance (DV).
