

John Moyles

VP of Product Management

Personal Information

Location

Denver, CO

Phone

720-201-8702

E-Mail

jmoyles@cdre.com

Who I am and What I Bring to the Table

I'm a Denver, Colorado-based professional, offering more than 20 years of success and expertise in **corporate, consulting and startup** environments using the art and science of leading the most important corporate resource: people.

I have centered my career on being a hands-on high-performing servant leader, technologist, strategist, motivator, thought leader, and effective communicator that translates organizational vision into measurable results that have **maximized performance**, had a **material positive impact on revenue and cost**, and have **increased productivity and efficiencies** across the organization.

For the last five years, I've held several leadership positions at a major Managed Services Provider, working with a wide variety of customer verticals, environments (local, co-lo, cloud), requirements and needs.

Recent Experience

Director of Product Management & Development

Synoptek & Critigen (Acquired by Synoptek) | Denver, CO
2013 – 2018

A national Managed Service Provider with \$100M/450 staff. Hired to lead the Product Management/Development department and tasked to tackle the challenge of service/product catalog rationalization from previous acquisitions that had resulted in inefficiencies, confusion, and lost revenue.

- Reduced complexity: Engaged the team to review and rationalize into a single unified product catalog, reducing items in the catalog by 75% while categorizing all products and services into one of eight lines of business ("Pillars"). Defined synergies between the Pillars and between individual catalog items. Streamlined sales, build, operations, and finance implementation of each major catalog item by collaborating with key stakeholders to pinpoint overlaps and gaps in the catalog definitions, contractual language, processes, technologies, and functions.
- Streamlined effort, defined accountability, and reduced friction: Formalized and standardized ownership and accountability by implementing "service schedules" for all major catalog items that defined contractual and operational delivery (one-time/recurring) for all stakeholders - customer, provider, and third parties. This was leveraged by all domains in the business (marketing, sales, contracts, delivery, and operations).
- Increased visibility and agility: Integrated the pillars and the catalog items into sales and finance systems and created detailed metrics and reporting around KPI's visible to all stakeholders. Performed detailed financial analysis and modeling of the performance of the pillars against the market in general and specific verticals and regions to determine where the business should focus future sales efforts.
- Created an understanding of cost: Implemented a framework that represented an accurate understanding of true delivery costs - included staffing, dedicated & shared infrastructure, licensing, and marketing & sales. Executed forward-looking plans to decrease capital and operating costs for items to be retired.
- Predictable, profitable, sustainable: The above outcomes and results allowed for a more focused/insight based selling approach, as well as targeted up-the-stack, up-sell, and cross-sell campaigns and allowed for budgetary and staffing planning to account for the organizational impact of new and existing logo sells.
- Created a strong delivery pipeline and engine: Created a pipeline for new and changed service/product development & adoption - ensuring awareness, socialization, buy-in, readiness, and training needed to adopt the solutions at all levels of the organization. Leveraged continuous improvement process for existing products, and ensuring awareness, socialization, buy-in, readiness, and training needed to adopt the solutions at all levels of the organization.
- Ensured relevance to market: Worked with senior leadership to build and maintain a focus on the market, creating the opportunity for new and upgraded service and product positioning to differentiate the company from competitors.

Previous Experience

Management and Technology Consultant

JM Consulting, 2004 - 2013 | Denver, CO

Provided vision and leadership in the development and implementation of IT programs and enterprise information systems for multiple companies to define and focus market strategies, streamline processes, and recognize growth opportunities for optimizing effectiveness and cost efficiencies. Marquee engagements below (further engagements can be found at johnmoyles.com):

- **Teachers-Teachers.com:** Collaborated with TTCM management and staff to restructure and rebuild the main line of business application, ensure best operational practices, and enable SLAs and OLAs to be met with high certainty.
- **Sprint Mobile:** Contracted to manage the build-out and deployment of Sprint's mobile (4GL) development center in Denver. Duties included coordination with multiple internal teams, vendors, and business units throughout the country to design and implement network/server connectivity and security hardening. Over twenty different technology and budgetary stakeholders were identified during the project, all of which were "won over" to the project through direct personal interaction and relationship building.
- **Newmont Mining Corporation:** Worked with executive leadership to make critical path decisions on existing and future deployments for mission-critical intranet applications. Enhanced performance and security by working with onshore, nearshore, and off-shore teams implementing best practice processes in their environment. Made recommendations on staffing and hiring practices to reduce over-staffing.
- **Chicago Mercantile Exchange (CME):** Brought on to rescue a stalled web presence project involving all the CME's core business units. At the time of the project, each business unit was independently run, with individual P&Ls. Primary responsibility was achieving consensus from executive management in each business unit, inserting and managing teams in each unit.

Vice President (VP) of IT/IS

IP Silver, 2008 - 2010 | Denver, CO

Co-founded a professional services startup focused on virtual server and virtual desktop integration (VDI) services with \$2.25M in annual revenue. Built up a team of contractors and employees reaching 15 resources at the peak; created a culture that inspired personal accountability while capitalizing on individual strengths.

Vice President (VP) of Operations

X2Delta Networks, 2000 - 2004 | Denver, CO

Brought on as a partner in a startup delivering boutique data center and co-location services for more than 60 SMB clients while managing a team of 15 remote and on-site staff. Accountable for day-to-day operations (help desk, engineering) and owned departmental P&L responsibility.

Vice President (VP), App & Web Development

Total SumParts, 1999 - 2000 | Leesburg, VA

As a direct report to the CEO managed development staff for the complete life cycle development of desktop and web-based applications. Managed personnel in teams of 5 to 15 people per project, up to 5 concurrent projects; set and managed project budgets; coordinated projects across department boundaries.

Chief Executive Officer (CEO)

C:\ Drive, 1995 - 1999 | Castleton, VA

Launched startup focused on bringing network technologies in health care and education markets. network market. Expanded into business and web presence internet services by acquiring development and professional services firm. Primary duties included growing the business through direct sales, marketing campaigns, and partnerships. \$5.4M in revenue, 40 Staff.