

RON R. RADOJKOVIC

TEAM BUILDING/TECHNOLOGY LEADERSHIP/RISK MANAGEMENT/REVENUE GROWTH
(705) 795.7892 • ron.radojkovic@outlook.com



DIRECTOR, CUSTOMER SUCCESS

PROVEN SERVICES EXECUTIVE WHO ENGAGES HIGHLY MOTIVATED TEAMS TO PROVIDE BUSINESS RESULTS

15+ years of successfully leading multi-faceted globally dispersed high performance teams of technology services professionals delivering leading-edge solutions across different verticals and diverse industries with a focus on driving profitability and revenue growth. Proven experience in managing varied team of IT professionals, leveraging resources across functional or specialized technology areas to ensure end-to-end delivery of enterprise solutions or services within planned forecasts and cost estimates. International experience with enterprise-level account management and implementing technology solutions that drive revenue growth through the acquisition of new enterprise customers and the expansion of existing accounts.



Action and results oriented, known for entrepreneurial spirit and the ability to influence at all levels of the organization in a complex and evolving environment to meet challenging timelines and business goals. Thrives by making difficult but necessary decisions that promote sale of technological solutions, consultative engagements, and top-quality technology solutions and services. Highly experienced at leading many simultaneous high-stakes projects by creating clear strategies for all aspects of the customer experience.

CORE COMPETENCIES

- ✓ Global Solutions Delivery
- ✓ Escalation Management
- ✓ Resource Management
- ✓ Process Improvement
- ✓ Budgeting, P&L
- ✓ Strong Team Building
- ✓ Coaching & Mentoring
- ✓ Problem Resolution
- ✓ Key Sound Judgement Skills
- ✓ Collaborative and Engaging
- ✓ Continuous Learning
- ✓ Proven Multi-Tasking Skills

PROFESSIONAL EXPERIENCE

INDEPENDENT CONSULTANT PROVIDING CCM THOUGHT LEADERSHIP

2015 – Current

ca.linkedin.com/in/ronradojkovic.

Independent Executive Consultant (2015 – Current)

Providing Customer Communications Management consultancy expertise and thought leadership to organizations worldwide in areas such as the competitive marketplace, overall solution development and delivery planning, strategic multi-year business planning and eDelivery strategic initiatives. With over 15+ years leading multi-disciplinary global teams of local and off-shore IT professionals providing innovative technology solutions across many different verticals and diverse industries, I provide guidance to organizations at both the executive level and the senior strategic planning level with the goal of acquiring best in solution class for their business requirements in order to drive profitability and revenue growth across the organization.

PITNEY BOWES SOFTWARE, www.pb.com

2001 – 2015

Pitney Bowes provides e-Commerce solutions, shipping/mailling products, location intelligence, customer engagement and information management solutions.

Global Managing Director Customer Success (2011 – 2015)

Lead high-performance global technology solutions teams with end-to-end accountability to provide solution design, delivery and implementation expertise across multiple channels with a clear focus on strategic planning, schedule management, scope, change and issues management, client communication and overall resourcing and financial costs. Responsible for approximately 50 staff and 10+ contractors operating out of 6+ countries including a major India-based Center of Excellence solutions team of delivery managers, project managers, application developers, business systems analysts and solutions designers responsible for delivering complex applications, solution enhancements and technical services management.

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Key Responsibilities:

- Simultaneously manage multiple complex critical projects for key business areas and portfolios, as well as key business partners with a clear focus on strategic planning, schedule management, scope, change and issues management and overall resourcing and financial costs to ensure customer projects are delivered and implemented on time and on budget and in adherence to the customer's expectations.
- Review all strategic global escalations for critical clients. Ensure that correct technical resources are assigned to resolve escalated issues and determine best possible action plans to ensure total customer satisfaction.
- Actively preform project risk assessments against delivery schedules and provide relevant impact analysis
- Work closely with Sales, Engineering, Support, other Services teams and Marketing to provide feedback on key customer findings to drive adoption and expansion of the product suite within the customer base.
- Research new technologies and offerings for driving continuous process improvement and automation.
- Be a trusted consultant to customer's senior leadership teams to understand their business goals, their on-going expectations, their evolving requirements in order to position additional products and services as well as to ensure total customer satisfaction and an inspiring customer experience.
- Accountable for working with practice managers to ensure that resources are adequately assigned to projects/programs to meet the customer demands and tight deadlines and that the necessary matching of skillset to initiative is done to ensure successful delivery and implementation.
- Responsible for a multi-million budget relating to recruitment, training and expenses for global resources – provide revenue forecasts while ensuring proper level and mix of resources in support of financial plan.

Key Achievements:

- Successfully reorganized and implemented a new global customer delivery strategy that restructured the client delivery and implementation teams to be more of a blended model to take advantage of the global expertise and resource costs resulting in improved margins from 13% to over 27% as well as significantly decreasing project delivery schedule timeframes by over 25% while keeping to high quality standards.
- In concert with regional Directors, implemented a global Innovation Center where all custom or bespoke services product enhancements and/or capabilities were identified, catalogued and stored allowing global access to already developed enhancements. This resulted in a 30% decrease in delivery timeframes (stopped reinventing the wheel) for applicable large scale projects as well as increased project profitability.
- Created a global technical 'SWAT' Team to provide technical and subject-matter expertise in key customer situations as well provide crucial expertise for key enterprise implementations. Team was also responsible for providing off-site and on-site solution expertise for key escalations. Overall this resulted in a 20% increase in competitive wins as well as a 50%+ success rate in existing customer upgrades and/or enhancements.
- Directly addressed the problematic Center of Excellence churn rate by performing a complete operational review and realigning roles and responsibilities, identifying individual career paths and put a training program in place to address skill-set technical gaps. This resulted in the significant decrease in the churn rate to less than 10% annually and increased employee engagement survey scores considerably.
- Took over solution ownership of a key Singapore-based project on the brink of failure. After review decisively exited project upon realizing budget and resourcing out of scope - become consultant for the new project owners, resulting in a mitigation of revenue loss while retaining future revenue in subsequent project phases.

Solutions Evangelism Director, Group Technology Office (2010 - 2011)

Spearheaded the role as a Solutions Evangelist in order to effectively showcase newly developed and released software solutions to both internal sales teams and to key partners. Worked directly with regional unit heads to create and deliver a series of programs/presentations that demonstrated the business benefits that the solutions provided and how to leverage that into existing accounts in order to generate additional revenue. Worked with customers to understand and position the breath and scope of the business solutions and value that can be provided.

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Key Responsibilities:

- Promote the business values that the solutions provide to customers in order to generate additional revenue
- Ensure that internal teams (sales teams, pre-sales engineers, project managers) globally are aware of and understand the high-level scope and capabilities of the overall software solutions suite.
- Increase key Partner knowledge and understanding of the business value that the solutions suite provided.

Key Achievements:

- Achieved all established targets in just one year - enabled sales teams to successfully mine existing accounts for additional revenues as well as bring on-board key new marquee accounts and fearlessly enter new vertical markets in insurance and travel.
- Successfully re-positioned the company in the customers' minds as a fully qualified and highly competitive and innovative Customer Communications Management vendor that can deliver exceptional customer experience needed to secure a customer for life.

Senior Director Electronic Document Management Engineering (2001 - 2010)

Senior Director, Advanced Technology Group (2006 – 2010)

Responsible for directing a globally distributed 20+ team of software engineers/QA Analysts (Canada, US and Philippines) developing enterprise-level e-Commerce multi-channel customer communications management software solutions. Drove the entire system development life cycle including the analysis of specifications, conceptual and physical design, implementation, production rollout, maintenance and support. Utilized strong functional knowledge to drive product road map and delivery and worked with senior management to determine product direction and timelines as well as developing cost-effective budgets and resource plans.

Key Achievements:

- Responsible for expanding product suite from strict electronic archival/presentation solution to a full e-Commerce suite including payments, mobile access, and interactive real-time multi-channel capabilities.
- Directly involved in growing software sales revenues from \$1.5mm to over \$30mm annually and then as an integral part of a larger total integrated solution suite, drove revenues significantly higher year over year.
- Managed all aspects for the on-going support of appropriate resources for the technology teams including staffing allocations, employee coaching, performance management, and career development. Created a positive, supportive, and team-focused working environment with a high-degree of achievement.
- Established Advanced Technology Group, internally promoted its charter, and created goals and all processes. Responsibility for focusing on engaging and evaluating emerging technologies and trends that would enhance overall software suite capabilities and help drive the product roadmap.

Vision-R eTechnologies Inc.

1999 - 2001

Vice-President/Product Manager/Director, Engineering/Sales Manager

Key Responsibilities/Achievements:

- Responsible for all key aspects of an innovative software 'start-up' company employing 7 highly technical and passionate individuals – this included software design, engineering, product management, pre and post-sales support and operating budgets.
- Responsible for solution selling to C-Level and Executive level managers as well as contract negotiations and services support and implementations.
- Successfully achieved, as a team, over \$3 Million in direct sales and maintenance revenues in North America to Fortune 500 companies.
- Successfully sought out and negotiated a total corporate asset acquisition by a leading Global Software Company – this included all team members, customer contracts, office lease and all intellectual property.

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Rogers Communications Inc. (formerly Sprint Canada)
Director, Network Operations and Support

1995 - 1999

Key Responsibilities/Achievements:

- Responsible for managing the Network Operations Center and Incident Management, providing 24x7 support of the company's Infrastructure and application environments as well as on-going maintenance of the internal infrastructure applications and service networks
- Ensure changes to the operating environment are in compliance with best practices as well as auditing requirements. Oversees operational practices for monitoring and supporting the environment, along with performance metrics and service levels in order to meet the business needs as well as leading the management of incidents through resolution.
- Responsible for implementing and supporting all of the networking infrastructure, computer templating, support and maintenance for the National Call Center. This included building the call center network and computer infrastructure from the ground up and integrating it into the National Operations Center.

EDUCATION & PROFESSIONAL DEVELOPMENT

Education:

University of Waterloo, Waterloo, ON, Bachelor of Mathematics, B.Math

Professional Development:

Skills for Success, Financial Management, Business Finance, Budgeting, Forecasting

Leader of Individual Contributors Practicum

Leadership and Negotiating Management

Exceptional Customer Service Workshop

Business Law: Contracts and Effective Negotiations

Project Management Professional/ PMP