

# Brad Holt

**MBA, PMP, CSM**

**Product / Program Manager**

**Customer focused and achievement-driven** with a track record of developing products and services that drive **revenue** for clients and **value** for customers. Leader of complex product development efforts in a variety of industries.

Strength in executing on strategic initiatives for large organizations. Ability to plan and control products and projects utilizing an Agile Approach. Proven track record of developing products for over 50 customers.

Exceptional interpersonal, verbal, listening and writing skills; **persuasive cultivator of respect-based relationships with all levels** of internal and external customers.

**Analytical with talent for creating and implementing innovative solutions using technology** to better manage, streamline, and simplify processes for a variety of business needs. **Adaptive contributor**; thrive in fast-paced and demanding environments requiring both autonomy and teamwork.

**Committed to continuous process and Product improvements** to ensure quality deliverables and optimal customer servicing. Quick learner, with **solid business and technical acumen and aptitude**. Adept at leading and collaborating with cross-functional teams.

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## Skills

- Product Manager - 18 YRS
- Product Information Management – 6 YRS
- Digital Asset Management – 15 YRS
- Agile Project Management – 15 YRS
- Python, Data Analysts – 15 YRS
- PMP Certification – 16 YRS
- ITIL Foundation Trainer – 10 YRS
- SKU Management – 10 YRS

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## Experience

### **Practice Manager / EST Group, LLC.**

Increased Revenue for company by 23%. Responsible for developing Consulting Product for all Microsoft Product Engagements. Responsible for entire Master Product Plan and training Account Executives on how to sell the product. Lead a cross functional team of internal and external resources to ready the product and delivered the product to our customers.

### **Product Manager / Dell Inc.**

Developed Managed Print Service Product to help sell all lines of enterprise printers. Responsible for entire Product Plan. Designed Processes, built business case, developed all functional support plans, delivered senior level communication about status of product. Increased attach rate of service to printer sales by 27% in 2 years. Worked with Product Information and Digital Assets across several lines of business.

### **Product Manager / Tribridge Inc.**

Created Intranet Portal Development Product / Service – Delivered over 10 successful customer engagements based on the service.

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## Work History

### EST Group LLC. | 01/2018 to Present

*Technology services firm specializing in Data centers and Identity management*

**Practice Manager:** Responsible for building a Consulting Product for enterprise level Microsoft engagements. Developed the strategic goals, business case and Product Requirement Documents. Implemented and trained 8 Account executives on how to sell the product. Over the course of 6 months, **increased sales by \$150,000 and on track to close \$500,000** more this year. Responsible for entire Product Master Plan and reporting to executives.

### TEKSYSTEMS, INC. | 07/2017 to 12/2017

*Technology services firm specializing in business applications and cloud solutions for mid-market and enterprise customers.*

**Senior Project Manager:** Placed at a large Utility company to finish migration project of two SharePoint Farms into one. Lead a team of 5 people to accomplish the within the allotted time. Ran all project meetings and created documentation. Through proper review, decreased the number of hours needed to perform the migration **saving the company over \$850,000** in contract labor.

### TEKSYSTEMS, INC. | 08/2016 to 6/2017

*Technology services firm specializing in business applications and cloud solutions for mid-market and enterprise customers.*

**Agile Project Manager:** Lead and build a new Intranet on SharePoint online utilizing an iterative approach. **Worked through 16 - 2-week sprints.** Provided Guidance and training on all Office 365 services and Agile method throughout the project.

### TRIBRIDGE, INC. | 05/2012 to 8/2016

*Technology services firm specializing in business applications and cloud solutions for mid-market and enterprise customers.*

**Senior Product Manager / SharePoint SME:** Developed Intranet Portal Development Product / Service – Delivered over 10 successful customer engagements based on the service. Maintained Product Master Plan and educated entire team on how to deliver the new product. Went to three improvement cycles. Created business documents, worked with marketing, support, and finance to develop SKUs and contracts. Increased intranet design and delivery by \$2 million – 65% in two years.

**Senior Project Manager:** Managed all aspects of IT Projects utilizing PMI best practices. Responsible for all Status Documentation and meetings for over 20 projects. Engaged with customers, internal resources, and third-party developers to deliver over \$8 Million dollars of projects.

Introduced to Atlassian products through multiple customers (Confluence, Jira, Trello, BitBucket)

### TEKSYSTEMS, INC. | 06/2011 to 04/2012

*Subsidiary of (largest private talent management firm in the world) Provider of IT staffing and services solutions.*

**SharePoint Consultant:** Microsoft Office 365 Services SME, delivered workshops (Office 365 and SharePoint) Served as SharePoint subject matter expert (SME) and coach for client company, Centene Corporation (Fortune 500 Company and provider of services to government-sponsored healthcare

programs). Projects included SharePoint and InfoPath Product development (used Nintex extensively), SharePoint Intranet Brand Development, and migrating Excel databases for management on SharePoint.

## **DJO GLOBAL | 05/2010 to 12/2010**

*Leading orthopedic and largest orthopedic rehabilitation company, having 2K+ medical devices and employing 5K+ globally.*

**Product Manager Consultant:** Audited all SKUs and marketing material including all Digital Assets. Developed process to automatically update, tag, index, and deliver product information to an external extranet site. Worked on process to correlate SKUs and marketing material to speed the development of marketing campaigns.

## **DELL, INC. | 10/1997 to 05/2010 and 01/2011 to 06/2011**

*Founded in 1984, privately held and leading designer, manufacturer and seller of computers and peripherals.*

**Product Manager Consultant:** (01/2011 to 06/2011): Product Manager of the **Internal Microsoft Product Portal for Dell Education**. Collected digital marketing assets, tagged, Indexed, and delivered to sales associates. Developed product metrics to show enhanced customer experience was achieved. Managed the Roadmap of the Intranet Portal from Concept to Implementation to Migration

**Product Manager – Dell Managed Services / Business Service Group** (10/1997 to 05/2010):

**Built business case** documents for implementation of new enterprise software ChangePoint to manage resources and projects. Responsible for migrating all project data from existing databases to new database in ChangePoint. Moved over 750 GB of data within 2 months.

**Product Manager of the Dell Project Management Notebook** in SharePoint. Internal Product to help project managers manage the entire project for customers and help report key metrics back to the PMO. Increased the usage of this product by 75%.

**Developed Dell Project Management Framework** to enhance a consistent delivery of services across the entire organization. Earned my PMI-PMP and established one of the first PMO's at Dell, Inc.

**Internal Dell Auditor** of Service Delivery for Desktop Line of Business, reviewed all processes and developed key performance indicators to drive positive customer experience. Delivered over 20 Agile Audits in 2 years.

**Managed Print Service – Created and delivered new managed print service** for Dell. Responsible for Product Master Plan, drove continuous improvement of service performance using Six Sigma Tactics Collected, indexed, and tagged competition marketing material. Developed all SKU's for deployment and managed services of each Dell Printer. Recorded product roadmap for Dell Printers. Drove adoption of electronic tools to help product team work more efficient.

**Managed the phase review process** for several products in the OptiPlex line of enterprise desktop computers. Responsible for Product Master Plan for all services around the desktop computer. Managed the input of SKU's and BOM, to the PIM (DOMS). Delivered all services on or before launch of new products.

Responsible for handling customer experience issues on all enterprise accounts and products. Responsible that the correct part was able to be shipped to the customer by SKU look up and BOM discovery in DOMS

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## Education

### Master of Business Administration (MBA) / 3.65

UNIVERSITY OF PHOENIX – Graduate School, Phoenix, AZ

### Master’s Certificate in Project Management

STEVENS INSTITUTE OF TECHNOLOGY, New York, NY

### Bachelor of Science (BS) in eBusiness Administration / 3.40

UNIVERSITY OF PHOENIX, Phoenix, AZ

### Completed Coursework / Economics and Communications

UNIVERSITY OF TEXAS at Austin

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## Activities

**Trainings:** Maintain PMP by completing 20 hours of training per year. Maintain CSM by completing 20 hours of training per year. Pluralsight.com and Safari books online to bridge any product skill gaps. Completed Toastmaster’s “Competent Speaker” trainings.

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## Certification

Certified Scrum Master (CSM) | Scrum Alliance Project Management Professional (PMP) | Project Management Institute – License 235330  
ITIL Foundation Certified and Six Sigma Green Belt Certified

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## Special Recognition

Recipient of numerous **Technical, Customer Service, Business Improvement, and Leadership Awards for contributing above and beyond expectations**, including “**Star of Excellence**”, “**The Extra Mile**” (annual award given to 12 recipients out of 5000 candidates), “**Above and Beyond Excellence**”, “**Leadership for a Winning Culture**”

Received the “**Advanced Toastmasters Gold Award**” by Toastmasters of America.

I am an **Eagle Scout** and recipient of the Wood Badge