Helen Follett

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PROFESSIONAL SUMMARY

Action-oriented and high integrity leader experienced in aligning technology initiatives with business objectives, developing and implementing technical strategies, and leading teams to new levels of success. Competencies in program / project management, customer communities, software development, and customer care operations. Working "in the trenches" and leading teams in fast growing businesses have resulted in a commitment to customers, quality, and quantifiable business results.

PROFESSIONAL EXPERIENCE

Career Break   Jul 2018 – current

Intentionally took a break from my professional career.   Happy to discuss details.

NICE/inContact   **Director, Customer Community**   Jun 2016 – Jun 2018

Guided strategic initiatives and development to launch an online customer community, which is a gathering place for customers, experts, partners, and others to discuss problems, post reviews, brainstorm new product ideas, and engage with one another about our company's products, services, and brand. Customer engagement level was 5% of a very large customer base.

- Gained executive level buy in for the business plan and technology selection.
- Represented cross-functional interests of each major business unit, negotiating scope and timeline.
- Performed the technical program management function for requirements gathering, custom development, and rollout strategy.
- Developed early adopter, VIP program, and target marketing initiatives to drive participation to critical mass.
- Led the company's Knowledge Center Support program, improving the case deflection rate by 58%
- Integration with Coveo on the Salesforce Community Cloud platform allowed single search for KB, Training, and Documentation.

Interactive Intelligence   Oct 2012 – Apr 2016

Sr. Technical Program Manager   Jul 2014 – Apr 2016

Led strategic, complex, multi-disciplinary projects associated with our cloud-based platform, PureCloud. Worked with strategic partners, business owners and product managers across the organization to define strategy, requirements, and timelines. Led cross-functional teams through design, delivery, management and support of strategic initiatives.

- Provided hands on program management during analysis, design, development, and deployment of the PureCloud Resource Center, a unique web-based help and knowledge tools platform.
- Designed robust, competitive PureCloud Education vision using micro learning concepts; embedding training activities in the software itself.
- Selected and implemented a Knowledge Base system for PureCloud.
- Interfaced with development and business owners for project and product requirements and scope for the Customer Community platform (Jive).   Drove vendor selection, engagement, and contract negotiation. Owned all roadmap, design, and configuration activities for the Community.

Product Manager, Services   Oct 2012 – Jun 2014

Responsible for the successful creation and lifecycle management of existing and new service offerings for the company. Provided leadership for offerings and helped determine whole product strategies for solutions by developing, implementing, and managing services offering development, plans, and activities that ensured achievement of revenue and profit objectives.

- Spearheaded initiative to select and implement a new ITSM / CEC platform.

- Re-launched the Managed Services offering with supporting collateral, updated pricing and features, evangelizing the service to territory and engagement managers.
- Championed Customer Experience Initiatives through participation in the CX Task Force

Follett Consulting, LLC   LMS/eLearning Consultant   Jun 2008 – Sep 2012

Provided domain expertise and business strategy consulting to higher education institutions and Learning Management System (LMS) providers.

ANGEL Learning, Inc   Dec 2002 – May 2008

Sr. Program Manager	**Nov 2006 – May 2008**
Vice President, Services	**Mar 2005 – Oct 2006**
Vice President, Product Programs	**Dec 2002 – Feb 2005**

ANGEL Learning developed and delivered eLearning technology. My responsibilities included building and creating product development methodology and managing all customer service offerings.

- Built and led three organizations comprised of Products (Product Management, Development, and Quality Assurance), Services (Support, Training and Education, Application Hosting, and Professional Services), and Internal IT.
- Coached and mentored team members including software engineers, technical architects, project managers, business analysts, technical support, training, and IT personnel.
- Initiated and deployed an Application Hosting Service (complete IT infrastructure) generating 25% of annual company revenue.
- Created and implemented complex support budgeting, volume forecasting, and staffing methodologies resulting in the ability to plan and predict results with 95% accuracy.
- Achieved an industry-high resolution of 75% of all customer support issues within 24 hrs.
- Customer focused initiatives resulted in a 94% contract renewal rate and a 95% customer satisfaction rating.
- Received the customer-sponsored Parature Customer Centric award.
- Launched an end-user (instructors) support service delivered through a relationship with a 3rd party industry recognized LMS service partner.
- Developed and implemented processes for customer satisfaction; product implementation; product training including curriculum, course development and delivery; technical support; budgeting; SDLC and project management methodology.
- Provided program management, direct project management and industry expertise for project teams working with strategic customers.
- For the company's largest publishing customer, provided business strategy consulting; led the most complex system upgrade process in company history, resulting in customer accolades.

Made2Manage Systems, Inc (Consona, then Aptean)   1990 - 2002

Director, Development	**2001 - 2002**
Vice President, Development (PilotDog subsidiary)	**2000 - 2001**
Program Manager	**1997 - 1999**
Sr. Software Engineer	**1990 - 1996**

The Made2Manage product provided full ERP functionality for midsized manufacturers. Leadership efforts helped drive company to $32M annual revenue, including an IPO in 1997.

- Directed all activities associated with creation of a commercial ERP solution for over 1800 customers. Owned and drove the schedule, the features, and the budget for the projects. Molded company's use of Microsoft's Solution Framework that defines architectural leadership for rapid and efficient design, development, and deployment.

- Expanded product functionality through requirements design and analysis. Advised and mentored other developers. Served as escalation point for support engineers. Developed standards and best practices for product development methodology.
- As the company's first software engineer, prototyped and conceptualized software design to gain venture capital funding. Performed analysis, architecture, design, and development of the Made2Manage product.

EDUCATION

Anderson University   Anderson, IN
- B.A., Computer Science and Management

Microsoft Corporation   Redmond, WA
- Principles of Application Development
- Principles of Component Design