John Jerles

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**CPQ Implementation**

Requirements Gathering | Project Plan & Schedule | Risk Management

Resource Allocation | Budget & Cost Management | Milestones & Deliverables

Accomplished professional with expertise leading lifecycle project management for technology and business process implementation spanning diverse industries. Liaise with C-level clients and stakeholders across the organization to elicit requirements, manage expectations, and recommend solutions to complex challenges. Identify and mitigate risks, overcome obstacles, and resolve bottlenecks to achieve on-time, in budget delivery. International experience. *Technical proficiencies…*

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| --- | --- |
| *Platforms/Software:* | Windows, Salesforce.com, CRM, CLM, CPQ, SaaS |
| *Programming:* | ASP.NET, PHP, PERL, SQL, HTML, CSS, XML |
| *Methodologies:* | Agile, Scrum, Waterfall |

**Professional Experience**

Expedite Commerce – Greater Denver, CO Area

**Senior CPQ Consultant**, 4/2021 to 6/2021

Primary technologies: Expedite Commerce CPQ, Client Management, Product Delivery, CPQ, Requirement Gathering, Road-map Design, SaaS.

Develop and maintain Expedite Commerce CPQ solutions for global clients in a wide array of industries including, manufacturing and retail.

I also maintain communications with offshore developers and escalated issues with senior management if deadlines were at risk.

Selected accomplishments…

* Develop global scale CPQ solutions for clients.
* Provide training, workshops and requirement gathering sessions for clients.
* Adapt to ever-changing requirements, provide constant customer communications and manage expectations on all levels.
* Proactively identify risks and issues, develop strategies to mitigate issues, and ensure active and open communication with all stakeholders.

Infor – Greater Denver, CO Area

**Senior CPQ Consultant**, 6/2018 to 4/2021

Primary technologies: Infor CPQ, Client Management, Delivery, Business Development, CPQ, SQL, Requirement Gathering, Vendor Management, Lead-To-Cash, Road-map Design, SaaS.

Develop and maintain Infor CPQ solutions for global clients in a wide array of industries including, manufacturing, retail, fashion, car rental, and construction.

I also maintain communications with 3rd party developers and escalate issues with senior management if deadlines are at risk.

Selected accomplishments…

* Develop global scale CPQ solutions for clients in over 20 countries.
* Provide training, workshops and requirement gathering sessions for clients around the world.
* Adapt to ever-changing requirements, provide constant customer feedback and manage expectations on all levels.
* Proactively identify risks and issues, develop strategies to mitigate issues, and ensure active and open communication with all stakeholders.

Ortho Clinical Diagnostics – NY/NJ – Contract Position

**GLOBAL CPQ ADMINISTRATOR,** 3/2016 to 6/2018

Primary technologies: Client Management, Delivery, Business Development, CPQ, SQL, Requirement Gathering, Vendor Management, CRM, Lead-To-Cash, Road-map Design, System Architect, SaaS
Develop and maintain a Salesforce 3rd party CPQ solution for a global medical device company with users in over 25 countries. Communicate with stakeholders on all levels of the decision-making process in order to gather requirements, coordinate user acceptance training, and ultimately achieve iterative project sign-offs.
I also maintain communications with 3rd party developers and escalate issues with senior management if deadlines/budgets are at risk.
Selected accomplishments…

* Develop an incredibly complex CPQ solution for a global client that has varied requirements for each country, 20 different languages, 1,000+ products and 100+ pricing schemes.
* Adapt to ever-changing requirements, provide constant customer feedback and manage expectations on all levels.
* Proactively identify risks and issues, develop strategies to mitigate issues, and ensure active and open communication with all stakeholders.

Experlogix – Las Vegas, NV – Contract Position

**IMPLEMENTATION MANAGER,** 9/2014 to 1/2016

*Primary technologies:* *CRM, CPQ, SQL, HTML, CSS, XML, Experlogix Design Center, Agile, Scrum*, SaaS

Interface with global clients across construction, farm equipment, software services, entertainment, and other industries to manage implementation of Configure-Price-Quote (CPQ) CRM integration solutions. Liaise with stakeholders ranging from C-level executives to end users to drive requirements gathering, develop project plans, manage project resources, track/report status, and facilitate training. Negotiate additional services, pricing, timelines, and billing.

*Selected accomplishments…*

* Leverage broad and deep understanding of manufacturing, service, and international supply chain operations to communicate effectively with diverse clients.
* Adapt to changing requirements and individual project challenges to flawlessly on-time/budget delivery of multiple high-value projects simultaneously.
* Proactively identify risks and issues, develop strategies to mitigate issues, and ensure active and open communication with all stakeholders.

Selectica, Inc. – San Mateo, CA

**IMPLEMENTATION MANAGER,** 9/2012 to 7/2014

*Primary technologies:* *CRM, CPQ, CLM, Salesforce.com, Agile, Scrum, Waterfall*, SaaS

Managed planning, requirements gathering, risk identification, budget administration, resource management, and delivery of approximately 15 concurrent Contract Lifecycle Management (CLM) and CPQ projects. Liaised with globally dispersed stakeholders across the enterprise to understand expectations and elicit requirements. Global clients included healthcare, education, manufacturing, distribution, toxic waste, and others.

*Selected accomplishments…*

* Successfully led 25+ CLM and 8+ CPQ projects from initiation through on-time, in-budget close with high levels of customer satisfaction.
* Relied upon extensive experience and best practices to manage deadlines, deliverables, and resources across projects for multiple clients.

Asia Startup Consultants, Ltd. – Guangzhou, China

**PROJECT MANAGER,** 11/2011 to 9/2012

*Primary technologies:* *ASP.NET, SQL, Agile, Scrum*

Provided lifecycle project management to deliver new products and enhancements in alignment with budgets and release schedules. Partnered with product owners to prioritize, document, and clarify requirements. Created wireframes, usability reports, project timelines, and resource requirements.

*Selected accomplishment…*

* Effectively communicated with colleagues and stakeholders across all areas to ensure efficient workflow and; met daily with developers to review status, issues, and change requests.

Avego, Ltd. – Dalian, China – Contract Position

**GENERAL MANAGER,** 8/2009 to 1/2011

*Primary technologies:* *ASP.NET, SQL, Java, Agile, Scrum*

Selected to lead planning for start-up of China-based R&D center for global provider of intelligent transportation systems, software, hardware, and services. Held full P&L accountability and controlled expenses. Defined and steered all aspects of business development and day-to-day operations, applying strong knowledge of the Chinese market. Recruited, hired, mentored, and led team of 32 across HR, administration, marketing, sales, design, and technical areas. Interfaced with government officials and bankers; obtained necessary licenses and permits. Conceptualized, designed, and launched new products; created and executed marketing & sales strategies. Negotiated contracts and managed vendor/customer relations.

*Selected accomplishments…*

* Drove rapid brand recognition across the Asian subcontinent and aggressively prospected for private and government clients resulting in first-year sales in excess of 10M RMB.
* Liaised regulatory with Advisory Board members and stakeholders comprised of distinguished business, government, and educational leaders.

Pearl River Consultants – Guangzhou, China

**MANAGING DIRECTOR,** 4/2006 to 6/2009

*Primary technologies:* *ASP.NET, SQL, Java, 3D Design, Project Management, Agile, Scrum*

Launched and promoted new business for leading provider of high-end Web development, software engineering, and 3D modeling services firm with $1M in annual sales. Oversaw all aspects of business operations, P&L, and financial reporting. Established corporate headquarters and implemented organizational structure, policies, procedures, and processes. Recruited and trained programmers, developers, and 3D artists. Manage six direct and 25 indirect reports across multiple areas. Designed workflow and master plans; tracked and delivered on critical path activities & milestones.

*Selected accomplishments…*

* Provided instrumental leadership resulting quickly in monthly sales of $100K by carefully identifying, penetrating, and capitalizing on new consumer and corporate markets.
* Achieved competitive edge in targeted business sectors by continually investigating and introducing innovative technologies and business strategies.

*~ Prior experience as Web Program Manager with Alfred Publishing, Project Manager with PHB Hagler Bailey and Aircraft Armament Systems Specialist with the United States Air Force. ~*

**Education & Credentials**

**Associate of Arts in Electronic Engineering**

Community College of the Air Force, Washington, DC

Former Member, American Chamber of Commerce

CPQ Certified Implementation Specialist
Revvy/Model N CPQ