

# PETE C PAPADOPOULOS

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## INDUSTRY & MANAGEMENT CONSULTANT

### *Strategy & Business Transformation*

Accomplished leader with more than 20+ Years of experience in both the consulting and business domains across various industry verticals (Healthcare, Chemicals, IT Software, Services, Travel & Hospitality, & Consumer Goods). Proven ability to lead and manage cross-functional resources through all phases of a program. Experienced in identifying and analyzing unique challenges facing clients and devising tailored strategies and solutions removing process inefficiencies, reducing cycle time, maximizing growth, minimizing costs and transforming businesses processes to meet corporate objectives. Experienced leader who excels at driving business development and cultivating relationships with influential decision- makers, building credibility and earning client trust/confidence through polished, professional communications and delivery of clear value/ROI. Proven people leader who has coached and mentored current and former colleagues into new roles; some who reported to me and some who were colleagues in prior organizations.

### *Business Focus/Process Reengineering*

Order to Cash • **Business Case Creation** • **Stakeholder Management** • **Client Relationship Management** • Strategic Planning and Assessment • **Business Partnership** • Business Process Transformation

### *Operational Excellence*

Strategic & Finance Transformation • Performance Improvement • Change Management • Project and Program Management • Process Optimization • Program Governance • Customer Lifecycle Management • Matrix Team Management • C Suite Presentation • Value Stream Mapping • Agile Methodologies

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## PROFESSIONAL EXPERIENCE

### COX AUTOMOTIVE

#### **Director, Product Management**

2017 - Present

- Currently managing the existing Media CPQ Product (Post Launch) managing the roadmap, prioritization, and stakeholder management
- Ensure that our client's needs are met via continued collaboration, partnering with key business stakeholders
- Responsible collaboration w/ the Product, Engineering, Sales Business Office, and internal Readiness team to drive alignment, visibility, and impacts of Road Map for internal End Uses
- Partner with various cross functional teams to ensure alignment across teams on key priorities, which include Finance, Sales, Client Operations, Sales Business Office, and C Suite Executives as required
- Prior role included the management and execution of a multi-year, multi-million-dollar business transformation across both CPQ (Configure, Price, Quote) and CLM (Contract Lifecycle Mgmt.) leveraging Salesforce as the CRM Platform and Vlocity as the CPQ Tool.
- Management of a product delivery manager and development team members in a direct and matrixed reporting structure.
- Monitors, Measures, and reports on the overall program status to IT Leadership and C Level Business leaders.
- Manage day to day **stakeholder** interactions to ensure solution meets the overall needs of the business.
- Creation and execution of a product roadmap that supports the product vision and strategy
- Successfully delivered the Media CPQ Program in support of ~1500 Sales Users and ~\$80MM of monthly revenue

### APTTUS

#### **Engagement Manager**

2014-2017

- Responsible for the successful management and execution of multi-million, multi-year program focused on both CPQ (Configure, Price, Quote) and CLM (Contract Lifecycle Mgmt.) on the Salesforce Platform.
- Led all project related activities on a daily basis and have responsibility for execution and final delivery of the solution.
- Responsible for managing Project Scope, Budgets, and Issues, Risks and staffing.
- Led and Monitored project deliverables of project team members ensuring they meet internal standards and process
- Responsible for project communication including, Project Status Reports, Dashboards, and Steering Committee Meetings.
- Responsible for client management at the C-Level and below, including the creation of professional content
- Oversee both onshore and offshore resource activity to deliver projects.
- Delivered and secured ~ \$5MM in change orders across managed projects.
- Participate in Pre-Sales Opportunities with clients as required.
- Led and oversaw multiple projects (3-5) either via Partner Enablement oversight or directly w/ the client.
- Successful Implementation of 6 CPQ and 5 CLM Projects from E2E.
- Responsible for mentoring and guidance to development resources

### INFOSYS CONSULTING – Atlanta, GA

2012-2014

#### **Senior Manager – Management Consulting**

Part of the US led Infosys Management Consulting Business Unit tasked with developing new business and servicing clients' needs.

- Client Engagement Manager/Program Manager at large Telecom client, overseeing the design and implementation of a client data warehouse in support of new product launch that included a front-end GUI for reporting of metrics:
  - Managed weekly resource demand using internally created template
  - Developed project plan, timeline and managed team of 20 resources (Onshore/Offshore)
  - Implemented processes improvements to capture requirements and manage weekly release cycles
  - Delivered over 125 Metrics in the areas of Sales, Field Operations, Support and Monitoring
  - Responded and provided work estimates on ~15 newly identified projects
- Manage client relationships from functional line associates to C level management.
- Responsible for developing and adhering to project budgets, timelines, and resource allocation.
- Leveraged as subject matter expert for clients who are implementing software managed packages.
- Responsible for Pre-Sales and Account Growth to drive repeat business and develop long term client relationships.
- Led the growth of managed accounts by 33% year over year (\$2.5MM in additional revenue).

### COGNIZANT TECHNOLOGY SOLUTIONS. – Atlanta, GA

2011-2012

#### **Senior Manager – Consumer Goods Consulting Practice**

Leadership role responsible for providing clients with effective, high-ROI engagements, business development, responses to RFPs, and responding to other client needs as required. Additional scope of responsibilities includes, but not limited to, Project Proposal, Scope, Budgeting, as well as the development and nurturing of relationships with C Level Executives to drive additional engagement opportunities.

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- ERP Program Testing Lead; managed both client and organizational resources for a large cosmetic company thru their SAP Testing:
  - Developed Integration Testing Plan which included week wise test plan per functional track
  - Led daily Defect management calls/meeting with client
  - Worked closely with the client to develop the Tollgate criteria for subsequent testing phases
  - Reduced overall testing time by 15% with collaborative planning and automated tools
- Led the RFP process in the Health Care Vertical responsible for pricing, resource planning by phase leveraging existing and newly created resource models.
- Created Order to Cash Business Process Reengineering Tools and methodology to enable leaner, more efficient client engagements.
- Responsible for developing and delivering a Finance Vision & Strategy, Value Propositions, Business Cases and Transformative Roadmaps to prospective and existing clients.
- Delivered consistently effective and innovative solutions to clients by developing a keen understanding of needs and expectations, analyzing existing issues, and identifying opportunities for action.
- Project Manager where I led several key Business Process Reengineering client engagements. Identified and prioritized process issues developed a road map of initiatives and delivered business case presentations to key client stakeholders.

INFOSYS CONSULTING – Atlanta, GA

2009-2011

### **Manager – SAP Practice, Consumer Goods**

Part of the US led Infosys Consulting Business Unit tasked with developing new business and servicing clients' needs.

- Led the North American SAP Implementation for the Finance Transformation Customer to Cash processes for the largest CPG client in the US with a successful Go Live. Functional areas were ***Pricing, Billing and Accounts Receivable***
- Led a team of 10 onshore and 5 Offshore consultants through the Design, Build, and Test phases of the project.
- Managed the client relationships from functional line associates to C level management.

ACCENTURE – Atlanta, GA

2007-2008

### **Manager – Finance & Performance Management Practice**

Established a solid reputation as a top-tier performer and trusted consultant within the F&PM practice. Delivered and sold to new and existing client's consulting services that generated in excess of \$5MM annually. Worked cross-industry, delivering measurable value via technology and process reengineering within the Customer-to-Cash (Revenue Assurance) processes and Finance Transformation areas.

- Led an 8 Week Engagement at Aetna Health to determine the root cause of the \$400K weekly A/R balance roll.
- Led a 12-week, 10-person team engagement focused on Accounts Receivable post managed package implementation to improve and recommend solution and process improvements.
- Led a 12 Week assessment for the Invoice to Cash processes to generate an operational roadmap, designed to optimize efficiencies while maintaining cost-effective processes.

THE COCA COLA COMPANY – Atlanta, GA

2000-2007

### **Department Manager; Receivables Management (2000 – 2003)**

### **ERP Business Process Lead – Order to Cash; CO-Lead (2003 – 2007)**

Led the Order to Cash SAP Implementation representing Coca-Cola Shared Services organization with a successful Go Live in Nov. 2006. Responsible for the day-to-day activities and management of the collection and receivables administration for Coca-Cola North America. Managed an annual operating budget of \$1.5MM.

- Led the Working Capital Transformation efforts, defined the Order to Cash strategy/vision and future state operating model.

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- Managed all aspects of project delivery, including scope definition, deliverables, and cost for the Order-to-Cash sub processes (Pricing, **Billing**, AR).
- Led Business Case development and delivered Executive Presentation to key Shared Services Stakeholders.
- Led project team through execution of multiple project phases (Requirements Gathering, Design, Build, and Testing phases).
- Interfaced and built relationships with key Executive and Steering Committee members as well as other key business leaders and owners to gain agreement on initiatives and design decisions.
- Responsible for many Change Management Activities with critical business stakeholders ensuring readiness and mitigating the impacts of the implementation

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### EDUCATION & CREDENTIALS

**Bachelor of Business – Finance**

GEORGIA STATE UNIVERSITY

#### ***Training, Development and Software Skills***

Microsoft Office: Word, Excel, Power Point, Access, SAP, Solution Manager, Visio, Green Belt Certified, Microsoft Project, Project Management for Managers, Consulting Engagement Execution, SCRUM for Managers, Apttus CLM & CPQ, Pragmatic Marketing Certification