GEORGE MARSHALL

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Senior Product Manager

A certified Professional Product Manager in the retail industry with a history of significant professional contributions to several Fortune 100 companies. Utilizes superior leadership skills to direct efficient and effective teams in the implementation, conversion, and use of complex systems. Enthusiastic about creating excellent professional environments in order to achieve designated corporate goals and initiatives.

Areas of Expertise

· Account Management	· Cloud Computing	· POS/MPOS
· SAP	· Contract Management	· Vendor Relations
· AIX	· Data Center Management	· Budgeting
· Microsoft Systems	· Retail Support	· Infrastructure Arch
· ITIL	· System Conversion	· Communications
· Cloud Services	· Risk Analysis	· Service Delivery

Professional Experience

UNISYS, Atlanta, GA   2018 – 2020
Senior Product and Solutions Manager for Cloud and Digital Workplace
·   Global accountability for Cloud solutions investment, pre-sales in the Digital Workplace AI Service Center, Cloud Management, Public Sector (Digital Government; Justice, Law Enforcement & Border Security; Social Services) and Security Solutions.
·   Enterprise-level portfolio planning/management for Cloud SOW, RFP and quote development, governance, forecasting, financial management, and reporting of solution/product development, leading teams from strategic investment planning to launch.

ATOS, Lexington, KY and Wilmington, DE   2014 – 2018
Retail Account Executive, Ashland and Valvoline (2016 – 2018)
·   Primary point of contact for Ashland and Valvoline executive teams with responsibility for growing and maturing the business relationship. TCV $108M.
·   Provide leadership to the account team to support the growing Valvoline Instant Oil Change franchise family with the ultimate goal of continuously improving customer satisfaction and constant innovation. Management of 180 employees.
·   Areas of responsibility include cultivating customer executive relationships/engagement, understanding customer business strategy, ensuring Atos services are aligned with the

customer, and leveraging company resources to bring innovation supporting the customer's business and processes.

· Drive additional profitable growth within the accounts, setting strategy for customer account inclusive of protecting the interest of Atos, managing the engagement through interfaces across Atos (domestically & globally where appropriate).

· Responsibility for full account P&L, meeting all contractual commitments and objectives as defined by any contract or statement of work and staff assignment and development.

· Performance measured on OE, ER, Profit, Cash and CSAT.

Global Senior Director of Retail Services, Nike   (May 2014 – October 2016)

· Responsible for all elements of Nike global retail service operations and contract governance including SLA attainment. Atos' executive representative to the client headquarters. Lead a globally distributed team of IT service professionals in 24x7 delivery of service desk, deskside, client engineering, business intelligence, and depot logistics services.

· POS, Mobile POS, digital signage, and customer experience technology deployment and support.

· Direct management of 78 employees supporting Nike retail infrastructure across an international environment.

· Global support of 959 stores.

· Own the key relationships with client retail executives and manages the retail account management office in support of contract governance, business development, and retail projects.

· Member of the senior leadership and key contributor to account level business strategy and evangelist for retail services in sales engagements across the globe. Scope of work spans EMEA, EU, APAC, South Africa and North America.

GULFSTREAM AEROSPACE, Savannah, GA   2012 – 2014

Senior Manager of IT Infrastructure and Vendor Relations (January 2012 – May 2014)

· Direct management operations for 222 employees developing infrastructure and supporting SAP for multiple datacenters.

· Coordinate relations between Gulfstream IT and its various technology vendors.

· Ensure compliance with contract terms, verify and maintain the accuracy of vendor metrics.

· Oversee vendor performance against service level agreements and key performance indicators.

· Manage the SAP, Mobile Telecommunication Department, the Plot Center/Reprographics Services Department, wireless device distribution, and support.

· Maintain audit compliance and provide leadership in key areas such as: Data Centers, Cross Functional, Server, and Managed Network Services, End User Computing, Portable Network Devices, Backups and Recoveries, Service Desk Services, Asset Management, and contract renegotiations for IT outsourcing.

KINGLAND SYSTEMS CORPORATION, Clear Lake, IA   2009-2011

Managing Director of IT

· Led information technology vision and strategy.
· Directed IT operations and utilized primary and multiple secondary data centers.
· Updated the company to capability maturity model integration (CMMI) level 2.
· Implemented IBM's new power7 system.
· Managed multimillion-dollar budget and created multi-year technology roadmap.

IBM, INC., Boulder, CO
1997-2009
Retail Service Delivery Manager at Gap, Inc. (2007-2009)
· Oversaw a team of 70+ professionals including four project managers.
· Increased reporting results on from 78% to over 98%, provided accurate performance and capacity planning, and maintained all contractual deliverables while reducing staff by 12%.
· Led multi-tool implementation, performance, and capacity planning, and ensured system currency.
· Elevated code distribution and achieved 99.6% service level agreement attainment for the sector.
· Focused efforts on Tivoli and 26 other tools to replace antiquated in-house systems.
· POS deployments and interface with IBM and Gap senior professionals to increase technical competencies in retail support.
· Established a currency and reliability program, virtualized win servers, and slashed costs by $382K.
· Directed multiple concurrent projects, evaluated tools, engaged customers, developed metrics, and cut costs without sacrificing functionality.
· Authored risk mitigation plans for code promotion tools and back leveled software etc.
· Produced the highest percentage of deployments and realized savings of $1.11M in the first year.

Groupware Monitoring Architect (2001-2007)
· Designed and implemented technical guidance recommendations and groupware monitoring system designs by interfacing with worldwide service delivery centers.
· Cut turnaround time by more than 50%, reduced headcount by 25%, and cut overhead by $125K
· Addressed customer requirements for IBM accounts and provided third level support for the IBM Tivoli Monitoring for Messaging and Collaboration (ITMMC) .
· Key player in the End-to-End Probe Platform project to complement ITMMC.
· Increased functionality for Tivoli in monitoring of Lotus Notes server activity and developed products to monitor Domino server.

I/T Architect Specialist, Lotus Notes Team Lead (1997-2001)

- Managed a team of 32 Domino administrators in Lotus Notes development, multiple upgrades, hot fixes, and transitions spanning release 5 to beta release of Domino 7.
- Migrated 64K users in western region to Domino.
- Recruited to UNIX tools team to write and implement team education on tool use, tool restart, notes, and diagnostics scripts for Domino code production release.

ANALYSTS INTERNATIONAL CORPORATION (AIC), Minneapolis, MN
1995-1997
Lead Consultant/Lotus Notes/UNIX administrator (Qwest)
- Directed 5 consultants in addressing business and technical issues.
- Converted from CC:Mail to Lotus Notes, converted from release 3 to release 4, and deployed Lotus Notes release 3.x to 1600 to UNIX, Macintosh and Windows clients.

Education & Training

Product Management Profession, Sequent Learning Networks

Bachelor of Arts, Business Management and Communication, Central College, Pella, Iowa

Commercial Instrument Rated Pilot, FAA Certified Flight Instructor, and Advanced Ground Instructor