

DARIN ARCHER

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Senior Management

PROFILE

High-caliber and comprehensive leadership experience as a Technology Evangelist and Change Agent in services management, product design, target marketing, quality assurance and new business development in deadline-driven project management environments; more career info at www.darinarcher.com.

- Proficient as a top product manager and cross-discipline team leader in all aspects of the business growth process, including competitive analysis, brand positioning, resource allocation, requirements identification, outsourcing, sales support and customer relationship building.
- Innovative development and implementation of successful product introduction and high-impact business plans with a visionary approach; ensure delivery of high-growth revenue results to penetrate competitive markets and meet aggressive business objectives.
- Effective hiring, management, deployment and development of top-notch talent at management, staff and field levels; motivation of teams to achieve top performance.
- Multi-tasking talents in team building, organization, needs analysis, process improvements and attention to detail in time-sensitive situations.
- Extensive technical background in such industry segments as telecommunications, Internet and enterprise software development.
- Diverse exposure to cross-cultural practices and global business protocols, particularly in Asia Pacific, Europe, Latin America and North America.

AREAS OF EXPERTISE

Strategic Planning Relationship Building EAI & SOA Services Management Team Leadership
Product Definition Stakeholder Communications Project Accountability Process Improvements

EXPERIENCE

ISCS, Inc., San Jose, CA

2008 – Present

Vice President, Professional Services

Responsible for new customer implementations of quote-to-cash operations software for P&C insurance companies, customer support, and datacenter operations and application hosting. Developed technical and consulting partnerships with data services providers and system integrators. Improved client delivery through increased headcount, managed attrition and empowering employee performance management process.

- Nearly doubled services revenue first year while turning around failing customer projects and relationships.
- Inspired adoption of agile development methods in R&D and renewed sales effectiveness.
- Transformed operations implementing agile engineering principles and Scrum project management processes.

Accenture, San Francisco, CA

2000 – 2008

Senior Manager

Promoted to this position through levels of increasing responsibility and work scope impact because of excellent skills in entrepreneurial leadership, multi-team supervision, on-time project completion and executive accountability. Direct supervision of teams with over 75 multi-discipline professionals at domestic and international sites. Utilized expertise in product development, sales/marketing, program management and quality assurance. Client industry segments include leading-edge telecom service providers, software developers and hardware designers.

- Consistently recognized by top management and client executives for directing large projects, complex programs, multi-site coordination and talent management.
- Earned a reputation for creative leadership, staff mentoring, business strategies, quality assurance, and international team supervision.

Accenture continued...

Program Director – Large Electronics Distributor, 2007-2008

Led transition of application development effort of a web-based quote-to-order system that generated real-time quotes on almost 2 million parts for thousands of manufacturing customers.

- Refocused and led a team of 75 professionals, including business analysts and software developers.

Sales/Marketing Director – Accenture, 2005-2007

Drove business development efforts for outsourcing sales worth \$36 million, with \$8 million in direct sales, to 55 global clients for the Communications & High Tech Operating Group. Deployed advisory talents in work scope planning, outsourcing strategy, enterprise tool requirements and off-shore workforce acquisition.

- Succeeded in building a pipeline management tool to track 18 deals worth \$85 million in new revenue.
- Decision-maker for project delivery site selection from India, China, Philippines, Brazil and Eastern Europe.

Senior Product Manager - Microsoft, 2004-2005

Oversaw the successful launch of five benefits products to increase renewal rates among "at risk" software maintenance customers, affecting a base of 90,000 clients and revenues of \$6 billion.

- Achieved full product introduction on schedule in all markets and within approved budgets.
- Separately as QA Director, set up an outsourced software testing organization with resources from four countries with a new team in India for the OEM business unit. Reduced necessary resources by 18% and budget needs by 30%, while improving quality levels by 36% because of much fewer production defects.

Project Manager – AT&T Wireless, 2002-2004

Directed a team of over 30 professionals in inter-carrier system testing and operational readiness evaluations for the launch of wireless local number portability (LNP). Planned and conducted call center training and go-live support.

- Tested two separate CRM and billing systems for their TDMA and GSM subscribers.
- Selected to represent the company in FCC sub-committees and to other wireless carrier competition.
- In addition to LNP, as QA Manager, facilitated the product launch process from IT systems through all sales channels for a new pre-paid mobile phone service, "GoPhone."

Product Manager – SBC, 2001-2002

Tasked with forming and leading a group of 12 in the site design and development of an Internet Ordering Tool, while driving online ordering strategy for the DSL product.

- Responsible for seven major features for this tool, including calendar-based scheduling and B2B interface, which was later used for Yahoo! reselling efforts.

PREVIOUS ENGAGEMENTS:

Held award-winning positions as **Software QA Engineer** for AT&T Wireless and Portal Software (Oracle), as well as **UI Designer** for Cisco Systems. Acquired experience in software integration, user interface design, enterprise portal strategy, system administration and multi-platform development (Java/J2EE and .NET).

RELATED BACKGROUND

- Hands-on knowledge of providing extensive product development and marketing services to support mobile marketing and eCommerce operations for Goomzee, a start-up firm in Missoula, MT.
- As **Product Manager** and **Sales Executive** for Blackfoot Communications, supported key business development and product launch efforts for this regional wireless carrier from 1998-2000.

EDUCATION

University of Montana, Missoula, MT

2000

B.S. Degree in Business Administration; minor in Communications.

- * Worked as the **Business Manager** for the student radio station; handled a \$250,000 budget.
- * Set up and operated Street Light Creations, an Internet website design and marketing company.
- * Served as **Sports Announcer** for college sporting events in Volleyball, Men's Basketball and Track & Field.