



Jason K.

MBA, CSM, PMP, ITIL
Six Sigma Green Belt

Impact areas and expertise:

- ✓ Program Management and Execution
- ✓ Customer Relationship Management

My unique blend of communication and soft skills coupled with my strong program management expertise combines to efficiently and effectively get business done in diverse industries and environments.

Credentials and Education:



My approach to delivering results...

Collaboration-Centric Customer Relationship Management



Every successful engagement and/or project stems from strong relationships. I quickly roll up my sleeves to understand past and present realities and define what mutual success really needs to look like.

End-Results Based Program Management and Execution



"Enough project/program management to get the job done on time and on budget, but not too much to annoy you." I leverage my soft skills to construct teams and projects for optimum output and success.

Highlighted companies I have worked with:



Comments from former colleagues:

"Jason is a tremendous asset to every organization that he works for and with. He exemplifies the essence of a business technologist with a unique blend of business and technology experiences and skills. ...I highly recommend Jason Kayser!"

"Jason is the consummate professional. He consistently and successfully completes his project objectives with a customer-centric approach."

"Jason is hands-down one of the best PM's I've ever had the pleasure to work with."

"Jason has an amazing ability to take complex information and pull it together in meaningful structures and formats for use in sales and marketing."

Positions Held:

Over 15 years of consistent delivery and excellence...

- Sr. Staff – Technical Program Manager
- Director, Solution Management
- Sr. Solutions Manager, Customer Experience Solutions
- Program Manager IT
- IT Operations Manager (Interim)
- Managing Consultant – Program Mgt & Governance
- Sr. Manager of Strategy Consulting Services
- Manager of International Business Development
- Small Business Owner and Entrepreneur



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Effective, results-oriented leader with a proven track record in strategically guiding cross-functional programs and teams. Able to manage new complex solution development and introduction, perform program management triage and lead multiple concurrent projects at small to large companies. Diverse experiences in both internal IT and business sides of organizations utilizing adaptable soft skills and consultative approaches. Thrives in structured or ambiguous environments to maximize business results.

Proficiencies

Certified Scrum Master (CSM)	Process Analysis & Improvement (DMAIC)	Project & Program Management (PMP)
Voice of Customer (VoC) Listening	IT Operations Management (ITIL)	Virtual Team Collaboration
Solution Innovation & Selling Enablement	People Management & Mentoring	Cross-cultural communications

Roles

Sr. Technical Program Manager (Predix Cloud Software Engineering) – General Electric (January 2017 – Current)

- Manages the Agile / Scrum processes as the Scrum Master (CA Rally / Atlassian Jira and Confluence tools)
- Manages team workflow – objective definition, risk management, strategic portfolio roadmap and project communication
- Acts as a service change agent for organizational adoption for GE Predix service and Internet of Things (IoT) offerings
- Interfaces with Product Management and Product Owners to ensure strategic and business roadmap alignment (Aha! tool)

Commercial Cloud Program Manager (Digital Technology) – General Electric (June 2014 – December 2016)

- Managed the Agile / Scrum processes as the Scrum Master (CA Rally / Atlassian Jira and Confluence tools)
- Established and managed the Voice of Customer (VoC) engagement model with customers, clients, suppliers and vendors
- Oversaw the service offering definitions and developed/published intranet site to increase service adoption (Confluence)
- Coordinated internal and external communications – established roadmaps and Key Performance Indicators (KPIs) for services

Director of Solution Management, Business Transformation Consulting (BTC) – Symphony Teleca (October 2013 – April 2013)

- Utilized Agile and Six Sigma tools and methodologies to rapidly create and iterate six new targeted customer-facing offerings
- Developed materials and trained sales teams on solution selling to develop, support and close the \$20m BTC pipeline
- Interfaced directly with customers to develop and refine solution offerings and enablement materials
- Short tenure in role due to company dissolving the entire BTC division, including all eight team members

Sr. Solutions Manager, Customer Experience Solutions Group (CESG) – Cisco Systems, Inc. (September 2011 – October 2013)

- Co-developed and executed Deal Win/Loss/No Decision program for new solution groups to accelerate revenue and bookings
- Co-developed Customer Experience Key Performance Indicators (KPIs) offering for solutions to monitor and achieve success
- Collaborated with new Solution Innovation teams to discuss, define and execute digital IoT product strategies
- Leveraged Voice of Customer listening and Six Sigma Green Belt tools to focus on these Solution Innovation verticals:
 - Sports & Entertainment – Executed Deal Win/Loss program to interview 13 customers to improve solution's revenue 6%
 - Virtualization / Cloud – Drove TL9000 metrics development that established cloud metrics for the service provider industry
 - HealthCare – Completed Solution Early Adopter Feedback program to validate new solution offering with key customers
- Won Cisco's Innovation Summit Launchpad Competition: The team's services innovation idea was selected from panel of executive judges for endorsement and seed funding, team won against three other global teams, idea moved to incubation
- Won The Technical Services (TS) Pinnacle Award – The People's Choice Award: Recognized for exceptional teamwork and collaboration that accelerates results that supported Corporate Quality's objectives

Program Manager IT – Cisco Systems, Inc. (November 2010 – September 2011)

- Managed development and testing of the Global Data Center Program (GDGP) Metro Virtual Data Center (MVDC) program;
 - Ensured validated use cases were developed and tested across 15 infrastructure, platform and application teams
 - Enabled 28 of Cisco Commerce Workspace (CCW) applications to leverage Cisco's new dual Data Center architecture
- Managed Cisco-critical C3 database migration onto UCS in the new Richardson Data Center; coordinating cross-functional infrastructure and platform organizations, interfacing into the Cisco Services and Software Delivery (CSSD) overall program
- Managed development and execution of \$3.7m team budget for Solution Verification Lab for testing of Cisco's "big bets"

Project Manager IT – Cisco Systems, Inc. (September 2008 – November 2010)

- Managed multiple and various IT project's waterfall lifecycles – Business Commit (BC), Concept Commit (CC), Execute Commit (EC), Readiness Review (RR) and go-live – including executive presentations and approvals at each stage gate
- Coordinated installation and testing of the first application instances of Cisco Unified Compute System (UCS) into Mountain View Data Center – included application hosting of Legal IT, Corporate Positioning, Office of the Chairman and others
- Managed development and execution of team budget to staff and drive innovation projects – FY10 – \$1.1m; FY11 – \$2.8m

Managing Consultant – Program Management & Governance Practice – Burwood Group (April 2006 – September 2008)

- Directed the development and profit / loss accountability for the program management and governance service offering
- Managed up to 5 project and program managers for the successful execution of internal and client projects and programs

Highlighted Consulting Engagements with Burwood

Sr. IT Operations Manager (Year-long Staff Augmentation) – West Marine Products, Inc.

- Interfaced with VPs and CIO for the communication of business requirements and standard Service Level Agreement (SLA) reporting by developing and maintaining operational service catalogs and run books
- Managed up to 15 West Marine system, network, database, mainframe administrators and change management coordinator resources for the 24/7 operational support of all company technology systems
- Assigned as IT Operations lead in meeting the controls around Sarbanes-Oxley (SOX) and Payment Card Industry (PCI) standards compliance
- Managed third party vendors for resource sourcing and hardware, software and maintenance procurement

Program Manager of Network and eCommerce Operations Optimization – West Marine Products, Inc.

- Managed teams for the evaluation of existing Network and e-commerce processes and procedures for the creation of process catalogs and process flows for support teams
- Created and matured the Infrastructure Technology Infrastructure Library (ITIL)-based change management functions
- Developed and implemented process improvements based on standard ITIL methodologies – service level management and metrics, incident management process/procedure and availability management monitoring

Sr. Manager of Strategy Consulting Services – Calence, Inc. (January 2000 – April 2006)

- Assumed several projects from existing internal, external and client project managers in order to perform project triage and quickly bring projects back into scope and onto budget while maintaining successful client relationships
- Led corporate-wide Project Management Task Force which was established to formalize the project management practice and necessary templates and oversee concurrent project budgets totaling \$500,000+ in services and product

Highlighted Consulting Engagements with Calence

Program Manager of Network Services – American Century Investments

- Managed the projects to enable the activities related to the J.P. Morgan/American Century & Towers Perrin Strategic Alliance
- Managed up to 10 concurrent projects dealing with both voice and data technologies to realize \$2,000,000 in cost avoidance and savings per year through identifying cross-departmental synergies while keeping headcount constant
- Collaborated with cross departmental engineering and business team members, Managers, Directors and Vice Presidents for creation of the overall annual technology roadmap

Project Manager of Network Operations – American Express Company

- Managed the design and engineering of national and international teams that maintained the network infrastructure and business communications for the new 35-site international credit card authorization network (Global Network Services – GNS)
- Improved implementation process and time to market from three days to 30 minutes by interacting with teams and creating a detailed process flow and supporting documentation

Project Manager of Disaster Recovery Network Implementation – American Express Company

- Became trusted advisor to travel and remotely manage team of local and remote resources that implemented the disaster recovery (DR) Cisco Systems network infrastructure over eleven months
- Integrated with various vendors, departments, and processes to ensure effective project communication and execution

Manager of International Business Development – PowerTrusion, Inc. (November 1998 – January 2000)

- Led cross-discipline teams of up to five resources responsible for drafting and submitting international agreements such as Letters of Understanding, Letters of Intent, and Memorandums of Understanding to obtain and accelerate new business
- Worked with various governmental and non-governmental agencies such as the Department of Commerce and the Export-Import Bank of the United States to develop funding opportunities for the start-up
- Developed international markets, such as the Micronesia, for pultruded composite telephone poles including sales, billing, the arrangement of international shipping logistics and post-sales support

Education

- Master of Business Administration in International Management – Thunderbird School of Global Management 1998
- Bachelor of Business Administration, International Business major – Grand Canyon University 1997
- Mandarin Chinese Associate Program Graduate – Guangxi University, People's Republic of China 1996

Certifications & Related Proficiencies

- Six Sigma Green Belt – Cisco Certified: Define, Measure, Analyze, Improve and Control (DMAIC) model
- Certified Scrum Master (CSM)
- Project Management Institute (PMI) Project Management Professional (PMP) Certified #431825
- IT Service Management Foundation (ITILF) Certified
- Proficient in network infrastructure and Internet Protocol (IP) engineering concepts; former certifications held: Network Professional (CCNP), Cisco Certified Network Associate (CCNA), Design Associate (CCDA)
- Non-profit volunteer/Country Director for orphan and underprivileged life-skills training to Ukraine, Moldova and Vietnam
- Basic proficiency in Mandarin Chinese and currently learning the Vietnamese language

Passions

- Meaningful and intentional engagement with my wife of 20 years and four children
- Non-profit volunteer for orphan and underprivileged life-skills training programs in Ukraine and Vietnam
 - Vietnam Country Director – develop and oversee all activities in Vietnam
 - Travel to Ukraine and/or Vietnam 2-3 time per year to establish and maintain relationships and life-skills programs
 - Provide encouragement and support for other active partners in the US, Ukraine and Vietnam
 - Create and develop for-profit businesses that mentor, coach and employ orphans and underprivileged
 - Mentor and coach Ukrainian and Vietnamese business entrepreneurs in how to start and sustain businesses