SONJA RODRIGUEZ

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Director, IT Consulting & Professional Services

Accomplished executive with a demonstrated track record of success leading global IT, Application, and Consulting Service delivery for fast-growing technology companies. Scope of responsibility spans departments of up to 150 engineering, consulting, and technical support personnel and $20M+ in revenue delivery.

WHERE I SHINE

Planning IT strategy and building, managing, leading, and mentoring high-performing global teams to drive complex technology deliverables

Managing relationships with key stakeholders, customers, partners, and systems integrators to define requirements and ensure project success

Selecting/installing ERP and packaged software solutions, customizing them to the needs of the business and leading all training/support functions

Expanding the scope of projects and leading sales of add-on components such as professional services, consulting, and technical support

FUNCTIONAL SKILLS/COMPETENCIES

Enterprise Project Management (PMO) ▪ Customer Needs & Requirements Gathering ▪ RFP/RFQ & Proposal Writing
Talent Acquisition & Management ▪ Team Coaching, Mentoring & Supervision ▪ Best Practices Implementation
Account Growth & Retention ▪ System Upgrades & Enhancements ▪ Software Customization ▪ Technical Training, Support & Documentation ▪ Sales Presentation Delivery ▪ Budgeting ▪ Technology Evaluation, Selection & Procurement

EMPLOYMENT HISTORY & ACCOMPLISHMENTS

Director, IT Operations & Services | COBALT TECHNOLOGY *San Diego, CA: 2012-Present*

Currently lead the development, delivery, and maintenance of all global corporate IT systems at Cobalt Technology (formerly IBC Global, prior to 2014 acquisition)—a $70M, 2,000-employee worldwide leader in procurement management systems

- Built a 21-member corporate systems team from scratch, which included staff responsible for Oracle Financials, corporate internet/intranet, CRM/SFA, Document Management, Workday HRIS and other minor supporting systems. Each team is structured to handle growing support demand from internal customers across the globe, including all build functions and support of all features/customizations. Annual budget of $5.2M.
- Manage enterprise-wide ERP and SFA system deployments, including 1) implementation of the Oracle e-Business Suite and Document Management system across 35 countries in support of a global transformation; 2) support of a global Workday implementation across 29 countries; and 3) worldwide implementation of a Salesforce automation tool across 52 countries to enable the retirement of 12 outdated, cost-prohibitive legacy systems.
- Drove the design/implementation of a new Document Management System (DMS) tightly integrated with the company's freight forwarding application, as well as Oracle e-Business, to provide increased global data visibility.
- Led migration of the corporate website and intranet to a more flexible, powerful BluePoint enterprise content management system; subsequently implemented a series of distributed content management policies/practices allowing staff in different regions around the globe to customize their portion of the website to local needs.
- Facilitated the smooth and successful integration of all teams, processes, and technology resulting from the recent merger with IBC—centralizing all service and support functions in the company's San Diego headquarters.

Director, Professional Services | GANNETTO *Los Angeles, CA: 2007-2012*

Led complex, multi-million-dollar professional service engagements for this real estate IT solutions provider, formerly known as PropertyTech; project types ranged from staff augmentation to complex online banking system replacements

- Played key role in the sales of software/services to new customers, in addition to expanding engagements within the company's existing account base. Developed and presented detailed proposal responses to executive client decision-makers, in addition to determining the project staffing levels needed to hit margin targets.
- Served as the Lead Project Executive for seven high-profile customers, working directly with the implementation team and client decision-makers to monitor and ensure the success of all ongoing projects.

EMPLOYMENT HISTORY & ACCOMPLISHMENTS (CONT'D)

- Championed the building of the company's offshore professional services capabilities—serving as Director directly responsible for managing the offshore team's growth, developing its capacity, and increasing the adoption of offshoring as a highly cost-effective component of professional services delivery.
- Instrumental in the daily operational management of the Gannetto Direct business unit, managing P&L and planning within the business to ensure achievement of key revenue, expense, business development, account expansion, project profitability, consultant billing utilization, and headcount targets.
- Managed a team of over 25 professionals—including project managers, software developers, and QA analysts—evaluating performance and providing coaching, mentoring, and professional development activities that led to extremely high rates of employee engagement, morale, and retention.

Account Manager, West Coast | CHAMPION CONSULTING *Salt Lake City, UT: 2004-2007*

Managed named accounts throughout the Western U.S. for this leading IT consultancy, helping sell, close, and deliver a wide array of deals ranging from staff augmentation engagements to multi-million-dollar system implementations

- Negotiated contract terms/deliverables with key customer decision-makers and served as Lead Program/Project Manager for numerous high-profile engagements including Oracle and PLM system implementations, an ERP production support project; and a Visioning and Strategy project focused on gathering data for a critical RFP.
- Attended regular regional business planning meetings to clarify fiscal year goals and objectives, forecast sales activity, identify staff recruiting and development needs, and improve internal business processes; additionally, led the development/deployment of a new communication plan that improved regional resource alignment.
- Tracked a series of key metrics and KPIs such as Client Satisfaction, Days Sales Outstanding (DSO), New Business Development, Account Expansion, and Project Profitability to measure the region's ongoing performance.

Consulting Management & Leadership Roles | ELGIN CORPORATION *Phoenix, AZ: 1995-2004*

Nine-year history of progressive promotions within Elgin, focused heavily on expanding the company's core IT business model to encompass additional add-on revenue streams within the consulting and professional services arena

- DIRECTOR OF SERVICE DELIVERY

  Directed hosting service delivery and maintenance for Elgin customers headquartered in 8 Western States. Prepared customized account plans, strategies, and proposals—in addition to leading projects through the full software development lifecycle (SLDC) including design, implementation, testing, and release. Collaborated closely with the Technical Support team to resolve challenging technical obstacles.

- DIRECTOR/MANAGER, PROFESSIONAL SERVICES

  Managed Elgin's Enterprise Management Consulting Practice (Financial/HR) for a 10-state West Coast territory, overseeing all revenue growth, cost forecasting, consultant utilization forecasting, staff management, and quality control issues. Drove consistent account growth and exceeded assigned financial targets. Managed team of 18 consultants and led proactive talent acquisition and training initiatives to ensure the team's capabilities were in line with project needs/demands predicted by the sales pipeline and the product release schedule.

- MANAGING PRINCIPAL, PROFESSIONAL SERVICES

  Managed the planning/delivery of large-scale application implementation and consulting projects, handling all project scoping, requirements analysis, solution design, and transition-to-production steps. Architected innovative solutions to meet unique customer needs and provided support around new client sales efforts.

- PRINCIPAL/SENIOR CONSULTANT, PROFESSIONAL SERVICES

  Led application implementations and upgrades, managing the delivery of client solutions and helping recruit, train, mentor, and direct the efforts of new hires and junior consultants.

Information Systems Analyst | TARGET CORPORATION *Phoenix, AZ: 1992-1995*

Financial Systems Analyst | MYNOX CORPORATION (acquired by Google) *Phoenix, AZ: 1990-1992*

EDUCATION & ADDITIONAL INFORMATION

B.S Degree, Economics | Oregon State University

Software Proficiency: Expertise in Oracle Applications & Oracle Implementation Methodology; Skilled user of MS Office, MS Project & SharePoint; Additional familiarity with Workday, Hyperion, EMC Documentum-Captiva, and various Web Content Management Systems (CMS)