

# GREGORY W. PATTERSON

gregory.w.patterson@gmail.com

1914 Gates Ave #B, Redondo Beach CA 90278

Phone (310) 750 5151

Senior Business Professional with over 20 years of successful executive leadership and global business roles. Using my many years with Accenture as my foundation, I have held executive positions of PMO ownership in both contract and employment roles. My experience with diversity and complexity has given me excellent processes for remote management including refinement of my own tool platform which is a combo of Slack/Atlassian/Smartsheet/Zoom. I combine Agile/Scrum daily management with waterfall and dashboards to change behaviors. Also experienced in strategic and scenario planning. My core belief is in utilizing metric management through high engagement reward and visibility tracking. When possible people should have daily goals and be excited to share how they achieve them.

Key strengths include business development, strategic business consulting, software development, supply chain, system security, people development, HR/benefits, manufacturing, retail, international and P&L management.

## Projects

- Multiple lead roles running PMOs for Accenture teams in outsourcing and implementations
- Multiple ERP implementations Globally and locally
- Multiple shopping cart implementations
- Multiple B2B shopping Cart implementations
- Multiple Sales force campaigns
- Multiple downsizing and organizational change engagements
- Multiple Executive jobs running P&L and large teams of technical staff

## Tools PMO

Atlassian Suite (Jira) Smartsheet, Slack , Zoom , Teamwork , Google Suite , Microsoft Project , Basecamp , Badgeville, Mavenlink, Fogbugz, Proci(ADKAR) and more

## EPR experience

SAP, QAD, Microsoft, Oracle, Salesforce Proci and more.

## PROFESSIONAL EXPERIENCE

**Work Gamified**, Redondo Beach, CA, USA

**2010 – Current**

---

*Program management and business consulting focused on use of tools and metrics to change behavior*

### **Management Consultant**

Providing Advice and solutions to businesses seeking improvements in revenues or workforce productivity

- Advised clients in work force improvements, strategic IT planning and technology deployment.
- Defined methodology and behavioral workforce improvements for a eCommerce based software development company
- Developed social network and mobile computing strategies that are used by a professional services company to sell solutions.
- Provided program management services for large consumer product company that uses the ATG/Oracle J2EE platform.
- Contract COO of a beauty supply retail chain where I replaced ERP system and HR processes and supply chain upgrades

**Nonstop Wellness** Concord, CA, USA

**2015 – 2019**

*Technology start up and innovative insurance broker specializing in the financial options of different approaches to plan designs and self insurance.*

**Vice President of Supply Chain (2015-2018)**

Managed relationships and agreements with suppliers of insurance plans. Companies such as Kaiser, Blue Cross Anthem, Blue Shield, Humana, Trustmark, Maestro and many others

- Managed teams with 100% retention of talent
- Successfully worked with carriers to define new products for the market
- Managed pricing and quoting gathering for all renewals and new sales of carrier products

**Vice President of Business Development (2018-2019)**

Managed the expansion of our business from nonprofits only to for profit organizations.

- Created processes to migrate from commissions and products to a trusted advisor service
- Created benchmarking and assessment tools for a changing health insurance industry
- Developed relationships with partners to deliver needed advice and relief to manufacturing industry clients

**California Manufacturing Technology Consulting (CMTC),** Torrance, CA, USA

**2007 – 2010**

*A Mission based, Not-for-profit manufacturing consulting firm that represents the federal government's NIST/MEP program in California*

**Director, Strategic Partner Group (2010)**

Lead the business unit responsible for developing partner relationships. Was promoted to this position to manage the company's transformation from In-House services to Partner services

- Managed the Associate Program with a FY11 revenue target goal of \$4.5 million in software integration services.
- Developed and managed new sales channel strategies for partner programs including strategic, sub-contract and commission-based relationships.
- Transitioned the organization from selling technical skills to selling C-level enterprise services.

**Director, Industry Consulting (2007-2010)**

Managed a business unit at the P&L level that provided consulting services for manufacturers

- Developed "Trusted Advisor" approach for the organization.
- Maintained 100% retention and 100% client promoter ratings within my business unit.
- Managed a Business Unit that delivered Strategy, Growth, Lean, Six Sigma and Sustainment solutions.

**Business Objects Inc. (SAP),** San Jose, CA, USA

**2006 – 2007**

*Was the industry leader in "Business Intelligence". Now owned by SAP*

**Senior Consulting Manager, Global Services**

Managed the Southern California office for professional services

- Managed a local consulting team producing \$6 million annual revenue in the Los Angeles area.

- Provided services expertise for sales and proposal development support of business Intelligence solutions. Contributed strategic direction around data warehousing and performance management.
- Lead the Quality Program dealing with challenging client relationships and delivery issues.
- 

## **QAD INC., Carpentaria, CA, USA**

**2003 – 2006**

*A premier international software company that specializes in ERP software for manufacturing customers*

### **Director of Business Strategy, Global Services**

First as a consultant and then as an employee, reported to Executive VPs to provide leadership and management in the areas of strategy, process and new business initiatives in the consulting services practice. This was an international role that required travel and engagements in many countries

- Increased revenue by 80% in one year by reengineering consulting services from systems based consulting to business consulting. This included the development of new service offerings, new methodology, new web content and new processes for both sales and delivery of consulting.
- Managed field activities and executive relationships with QAD's largest co-development customer to support development of a business unit for a new ERP for JIT Sequencing automotive manufacturing customers. This work was primarily based in Germany, Spain and Ireland. This included one year of P&L responsibility before the unit was transitioned to the main business structure.
- Proposed and forged the business partnership between QAD and TCS (Tata Consulting Services), which is the largest consulting company in India, with revenue exceeding \$2 Billion. This was more than a year working on processes, metrics, service level agreements, and legal contracts throughout the world. It resulted in successful consulting agreements globally and a software distributorship for TCS in India.

## **International Rectifier, El Segundo, CA, USA**

**2000 - 2002**

*A founder and industry leading manufacturer of power semiconductors, servicing customers with direct sales, distribution sales and technical service support*

### **Executive Director Program Management, eBusiness**

As a contract employee, managed the IT department for customer facing systems. This was a start-up activity for a new eBusiness unit. At the conclusion of the first year after launch, it was successfully delivered to the existing IT infrastructure VP for ownership

- Managed directors and senior managers on a team that provided infrastructure, processes and systems for the new on-line direct sales business unit.
- Designed and implemented systems that provided customers with electronic purchasing alternatives. This included new applications and major upgrades in all customer-facing systems such as shopping cart, direct XML connections, on-line catalog and customer support.

## **Netigy, San Jose, CA, USA**

**1998 - 2000**

*A Cisco and Benchmark sponsored start-up created to provide infrastructure consulting services to Cisco customers*

### **Senior Principal, eCommerce Practice (1999 – 2000)**

Promoted to this global corporate position. Was deployed onsite to Cisco to manage the relationship and develop key business partnerships between Netigy and other complementary technology companies

- Developed partnerships with other Cisco business partners providing strategies and deployment goals. This resulted in over 15 agreements where Netigy would provide network integration services for the software partner.
- Provided strategies for HR to accelerate company growth through rapid hiring and growth plans. This resulted in the company growing from 70 employees to near 1000 in just one year.

### **Regional Consulting Manager, Southern California (1998 – 1999)**

Responsible for the staffing, sales and customer delivery for the Southern California consulting practice

**Senior Manager**

As an Accenture executive, successfully worked with many global customers performing program management, project management and solution planning. Business unit assignments included Consumer Products, High Tech, Entertainment and Outsourcing

- Lead the Western Region Software Factory initiative that used AI and rapid development tools to automate software development.
- Executive member of the BPM / BPO transition team. Managed projects to transition employees, service level agreements and operation level agreements from internal IT support to Accenture ran support organizations.
- Successfully implemented a high-tech customer's eight country ERP system. This resulted in the customer doubling their sales in just 2 years. Project was one of 5 finalists for a Smithsonian Award.

**EDUCATION / TRAINING**

Extensive formal training with Accenture and other management and technology courses

Ball State University, Computer Science, Bachelor's program

Denton University Business Administration, BA

US Navy, Nuclear Power Program

Licensed Insurance broker CA #0N05661