

# Bryan Klech • Technical Director, Support and Services

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**Bryan Klech is seeking a Director of Services opportunity in a fast-paced, growing organization where he will succeed by inspiring excellence and building flexible systems and processes.**

Bryan is an **execution-oriented achiever** who excels while **wearing multiple hats** and resolving **conflicting constraints**. Bryan's passion for **making things better** applies as much to process and technology as it does to teams and relationships. His **record of success** includes transformation of a deficient service organization into a **key acquisition asset**, later migrating that winning team and customer base into our new parent culture, and **building smart queuing** and **integrated data reporting** applications. Past achievements include a steady stream of **delivering great products** and a leadership habit dating back to his active days as an **Eagle Scout**.

## Professional Experience

### **Director of Client Services**

**Return Path, Inc (2008 - 2009)**

- Key **cross-functional leader** in the integration project following the **2008 acquisition of Habeas, Inc**
- Expedited the acquired services team through the transition processes into their new roles
- **Completed the client migration** of the legacy Habeas customer base onto Return Path tools and services in the first 6 months following the acquisition
- **Exceeded customer transition targets by 18%**; retaining an **additional \$10M revenue** (estimated) over the life of the incremental customers
- Managed the aggressive shut-down of legacy systems and vendor services with an emphasis on avoiding disruptions to transitioning customers

### **Director of Client Services**

**Habeas, Inc (2007 - 2008)**

- Owned and fulfilled the Technical Support, Certification & Compliance, Deliverability Consulting, and Professional Services functions
- Built a **global support organization** with staff in the US, contractors in the UK, Germany and Israel, an outsource team in India, and a 3rd party IMEA-region service partner based in Singapore
- Achieved direct service improvements **increasing surveyed customer satisfaction rating (+20%)** and **customer retention (+5% to over 90% overall)** across a 500-customer population
- Developed and executed long-term planning toward a scalable instrumented servicing model for continuous improvements in timeliness, quality, and scope of offering
- Developed a data-integration application providing a **single-screen customer snapshot** across disparate CRM, accounting, services ticketing, production application, and competitive data sets
- Aggregated the above integrated systems data into a **customer population risk reporting system** evaluating against engagement, compliance, and collections & retention risks
- Increased revenue activities: service retooling **achieved a 10x growth in Premium Support**, defined the Professional Services offering, and launched the company's **first consulting engagements**
- Redefined customer pre-boarding process to reduce certification time and increase customer retention for an estimated **60% first year reduction in collections issues** as well as direct cost savings.
- Instrumented processes and collected metrics for time and cost to service, informed resource prioritization **enabled selling against steady response times and success rates**

### **Production Manager**

**Habeas, Inc (2006)**

- As Operations Team Lead, instituted release acceptance criteria and codified deployment procedures
- Managed production application health (with an emphasis on service availability and application integrity) through development of automated monitoring of functionality, usage, and performance
- Set priority and escalation of production issues for the Operations and Engineering departments

**Program Manager** (Contractor) **Habeas, Inc** (2005 - 2006)

- Planned and **managed 2 major and 7 minor web-service product releases** from requirements definition through release, spanning a near-complete turnover of the company's technical staff
- **Concurrently managed 23 programs** including regular application release projects, beta program development and management, e-mail seed account network management and expansion, new product integration, and core services monitoring and metrics reporting
- Directly **managed the off-shore engineering team** and all 3rd party integrations

**Product Manager / Business Analyst** **Science Applications International Corporation**  
(Consultant) (2004 - 2006)

- Designed, from concept through prototype, the "CraneView Optional Stow Plan Feature" integrating OCR identification and telemetry based positioning evaluation in a web-based reconciliation tool

**World Traveler and Hobbyist** (2002 - 2003)

- Global travels included Japan, the Caribbean, and a motorcycling adventure through Western Europe
- Volunteered as Sous Chef and Lab Assistant for Sur La Table cooking school classes

**Program Manager** (Contractor) **Sun Microsystems** (1999 - 2001)

- Successfully managed 15 customer releases of the SNMP based remote monitoring toolset
- Established program processes and maintained adherence to Sun's Product Life Cycle guidelines for both the core team and add-on contributors
- Developed the Partner Update Release Program for as-needed release of partner add-on products to coincide with quarterly Solaris Update releases, allowing for the packaging of interim hardware line-specific revisions without having to release a revision to the core product
- Coordinated the integration of deliverables from the 100+ contributor cross-departmental core team with the output from 20 other participating groups across the company, worldwide

**Project Manager** (Consultant) **On Demand Software Consultants** (1999)

- Successfully managed to completion a highly-configurable web-based DHTML auction house suite as an outsourced project from MOAI Technologies

**Senior Project Engineer** **Navis, LLC** (1999)  
**Project Engineer** (1997 - 1998)

- Consulted for client implementations including on-site analysis and deployment, work-order and design specification authoring, client modeling, data migration, and training

**Systems Analyst** (Contractor) **APL, Ltd.** (1993 - 1997)

- Worked independently to provide full-stack SDLC solutions starting at business analysis and modeling through post-deployment support for over 40 department-level distributed applications for Operations, Systems, IT support, Developer Tools, Legal, and Financial groups
- Consulted onsite for 50 shipboard client deployment and training sessions

**Education**

**California Polytechnic State University, San Luis Obispo**  
**Industrial Engineering** (concentration in Systems Integration) San Luis Obispo, CA