

RICHARD ARMITAGE

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SUMMARY AND PROFILE

Results Driven International Program and Project Management Professional.

- ✓ **Project Management:** PMP® - #1722989, PRINCE2® Registered Practitioner - #GR634048680RA, Scrum Master Certified™ - #75565, SAP Certified Associate – SAP Activate. 15+ years' experience with DevOps managing agile, hybrid and waterfall fixed cost and cost+ projects leading large global teams on ERP and other implementation projects in the US, Mexico, UK & Europe, LATAM and India. Active in local Toastmasters and Mile-Hi PMI Chapters.
- ✓ Strong understanding of PRINCE2®, PMBOK®, SAP Activate, PMO/EPMO, PMLC, SDLC, Agile, SAFe, Scrum, waterfall and ITIL methodologies.
- ✓ **Account Management, Sales, and Operations:** Key Account manager, Customer Success Manager, and direct account management experience responsible for all Professional Services, maintenance and software licensing renewals, upgrades and upsell/cross selling. Support sales and pre-sales writing proposals and contracts, business cases and delivering demos. End-to-end P&L responsibility for accounts including NDAs & MSAs, RFPs and SOWs.
- ✓ **Leadership:** Finance and Client Services & Delivery Manager. Board member, Outdoor Lab Foundation (OLF), an experiential educational school. Mentor, manager, and problem solving cross-functional team lead managing large (up to 200) geographically diverse & dispersed teams of employees, partners, vendors, and contractors.
- ✓ **International Background:** Dual US and UK Citizen and has lived and worked overseas for more than 24 years.
- ✓ **ERP and BI Software systems:** Familiarity with D365 F&O and CRM, SAP S/4HANA, Yellowfin BI, Deltek Time & Expense, Oracle OBIEE/BI, Netsuite, Salesforce, SAP Activate, ServiceNow, JIRA, Asana, Zendesk and ChurnZero.

PROFESSIONAL EXPERIENCE

ARMITAGE ASSOCIATES LIMITED, Remote, Colorado

Boutique Consulting firm offering Program & Project Management, IV&V and Expert Witness consulting services.

Contract Program/Project Manager

January 2023 – Present

Contract Consultant Project Manager

- Currently a Contract Program and Project Manager for several technology implementation projects.
- Act as a testifying and consulting Expert witness on several complex commercial technology cases.
- Responsible for on time, on budget delivery of ERP and other technology projects for multiple clients including 1st Republic Bank, Bridge2Partners, Phoenix Business inc., the State of Colorado and DwyerOmega Engineering.

DXC LUXOFT (USA), Remote, Colorado

Global IT Services Company offering banking and financial services solutions. Temenos Global Partner.

North American Service Delivery Manager

July 2022 – December 2022

Services Delivery Manager for Temenos SaaS and on-prem implementation, managed upgrades, and migration projects.

- Plan, direct and control Temenos Transact and Infinity portfolio projects and support other divisions as necessary.
- Support business development, sales and pre-sales to identify, qualify and pursue multiple pipeline opportunities.
- Manage client and prospect relationships from first level staff to C-Suite communicating status of complex legal and multinational commercial issues.
- Collaborate as an Opportunity Manager on estimates and RFP's.
- Help manage and define client, vendor/partner, and team KPI's and seek opportunities for continuous improvement in process, methodologies, benchmarking, and other measurable success metrics.
- Collaborate with globally dispersed peers to improve delivery processes and SOP's.
- Provide reliable staffing and financial forecasts to company Professional Services management.

TEMENOS (USA), FORMERLY AVOKA (USA), Broomfield, Colorado

Global software developer offering enterprise end-to-end software SaaS banking and financial services solutions.

Senior Customer Success Manager

April 2021 – June 2022

Customer Success Manager for Temenos Infinity and Transact product lines.

- Responsible for two largest US clients, PayPal Credit and Commerce Bank as Senior Customer Success Manager managing annual recurring revenue over \$45m.
- Concurrently provided Program Management support for legacy clients as a billable Account Manager.
- Supported Sales org with new prospects, renewals and identifying other upselling opportunities.
- Helped negotiate and close opportunities, represented the organization to external clients.

- Saved \$10m in SLA penalties by monitoring and resolving problem areas and avoiding future penalties by highlighting and providing solutions for ignored areas of exposure and risk.
- Tracked contractual KPIs and SLA statistics. Collaborated with clients to develop and improve other relevant, value-added metrics to improve mutually beneficial volume throughput while reducing errors, timeouts and payouts.
- Facilitated and significantly contributed to daily and weekly status meetings, ad-hoc escalation calls, monthly Steering Committee and Change review Board meetings. Planned and led Quarterly Business Reviews – both pre and post go-live for US and international Clients.
- Tracked outstanding JIRA incident/trouble tickets and root cause analysis documents as part of Service Delivery.
- Drove adoption of multiple Customer Success metrics including adopting ChurnZero and then tracking NPS and CSAT scoring to measure success criteria and goal attainment.

Senior Project/Program Manager

December 2017 – April 2021

Program Manager for several multi-year, complex, omnichannel digital transformation projects in the US, UK, and Mexico.

- Provided project management and TPCS (Temenos Project Consultancy Services) governance for multiple international bank and credit union clients generating over \$9m Services and over \$7m in recurring software licensing, hosting, maintenance/support, and transactions revenue annually.
- Supported Vendor Management Office and channel partner resources, sales, pre-sales, finance, and operations.
- Mentor to junior project managers and guided employee and contractor technical resources through skill development and internal training and providing detailed performance reviews.
- Authored Change Requests, negotiated renewals, and wrote SOWs. Identified, and pursued Professional Services expansion prospects. Assisted sales and pre-sales teams with business cases, demos and RFI/RFP proposals.
- Approved timesheets and invoices for vendors, partners, and clients. Ensured subsequent collection of the same.
- Had full P&L responsibility for clients and managed both fixed cost, cost+ and billable/open-ended projects. Met and exceeded revenue goals and projects were delivered on time and held within approved budgets.
- Guided C-Suite interactions and led escalation calls, Steering Committee meetings and Quarterly Business Reviews for largest client base including HSBC, Citi and Citibanamex, BMO Harris, City National Bank, Cal Coast CU and others.
- Recipient of the prestigious C-Level Award for collaboration, leadership, innovation and performance.

ARMITAGE ASSOCIATES LIMITED, Remote, Colorado

Consulting firm offering ERP software Program & Project Management, IV&V and Expert Witness services.

Consulting and Testifying Expert Witness, ERP Consultant

June 2017 – December 2017

Program & Project Management Subject Matter Expert.

- Served as a SEAK trained consulting and testifying expert witness supporting eDiscovery, research, report writing and rebuttal reports for two international expert witness cases.
 - In Mexico City, Mexico - Bufete Asali S.C. for Grupo Logistics S.A. de C.V. and,
 - In Sydney, Australia – BraddonMarx Lawyers for Dyldam Developments Pty.
- Independently evaluated several projects as an IV&V (Independent Verification and Validation) review to ensure adherence to Project management best practices and to evaluate a project recovery.

PANORAMA CONSULTING SOLUTIONS, Denver, Colorado

Consulting firm offering Expert Services and Contract Project Management and ERP software selection services.

Senior Manager – Client/Professional Services

October 2015 – June 2017

Project Case Manager offering independent Project Recovery, ERP Selection & Implementation, and IV&V services.

- Project and Case Manager for all Expert Services accounts. Responsible for eDiscovery methodology/direction and determining case strategy, research, report content & report delivery and all client communication with counsel.
- Supported Business Development and Sales. Built relationships with network of cross-functional experts and law firms specializing in software litigation.
- Built reputation and SCO presence by contributing to marketing efforts with Webinars, blogs and authoring white papers.
- Managed engagements worth over \$1.2bn in damages claims, generating over \$3m in revenue in under two years.
- Developed Panorama's Expert Witness and IV&V (Independent Verification & Validation) methodologies. Aligned those with commercial methodologies using the PMI PMBOK® guide best practices and standards as a guide.
- IV&V Project Manager and Senior Consultant on multiple ERP Selection, Change Management/Business Process Improvement projects.
- Mentored junior consultants and provided detailed performance and development recommendations.

SERVICELINK FIELD SERVICES (A BLACK KNIGHT COMPANY), Westminster, Colorado

National provider of property inspection, preservation, and asset registration for the mortgage servicing industry.

Senior Project Manager - Integrations Manager

April 2015 – September 2015

Project Manager for an internally developed, enterprise-wide strategic platform conversion project.

- Coordinated integration relevant enhancements, defects, or new features (training) to integrators and partners and internally to cross-functional and cross-company teams across development (DevOps), Quality Assurance (QA), UAT/Testing, Software Asset Management (SAM), Network Security, and secured go-live authorization for delivery.
- Improved client on-site 'check-in' compliance statistics (online and on an App) from below 35% to over 75% in four months - three months ahead of schedule.
- Reengaged partner integrators and service end-user partners through success outcomes and secured go-live authorization for delivery.

EMPLOYEE BASED SYSTEMS (EBS), Littleton, Colorado

Software development and consulting firm offering a full suite of HR, time and labor, payroll & recruiting SaaS solutions.

Senior Project/Professional Services Manager

July 2014 – February 2015

Project Manager for boutique enterprise HR and time reporting software company.

- Streamlined, standardized, or created processes & procedures for bug fixes, enhancements, upgrades, and onboarding new customer implementations of their proprietary, enterprise-wide ERP Software.
- Standardized all project artifacts, training materials, and workflows used for implementation delivery and client support.
- Improved the internally developed utility program, cutting data conversion and implementation time in half by two weeks.
- Developed process and workflow to utilize web forms to route paperless HR forms increasing client revenue.
- Led US team of eight and worked with the offshore team of 30 in India as part of a coordinated project and resource planning effort.
- Formalized communication and data exchange processes using SharePoint, OneNote, Dropbox and CRM tools to effect immediate, 100% impact resulting in a significant annual cost savings of over \$50,000.

EDUCATION AND PROFESSIONAL CERTIFICATIONS

MBA, International Business / Strategic Management, US International University (USIU), San Diego, CA.

BS, Dual minors: Marketing / Finance, cum laude, US International University (USIU), San Diego, CA.

PMP® Project Management Professional – Project Management Institute (PMI), #1722989

PRINCE2® Registered Practitioner – Axelos Global Best Practice, GR634048680RA

SAP Certified Associate – Project Manager – SAP Activate(C_ACT_2403) - SAP