

**JEAN CUNNINGTON**  
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## **SUMMARY**

Program/project manager with experience managing complex projects and leading teams distributed across many locations and cultures. Skilled at communicating with all levels of management and creating collaborative team environments. Creative problem solver, self starter, fast learner and willing to take on new challenges.

## **ACCOMPLISHMENTS**

- Implemented a new business planning process to increase accuracy of sales forecasts from 50% to 80% over 3 years.
- Developed, negotiated and managed software project budgets totaling \$6 million per year.
- Delivered translated software products in 9 languages, on time and within budget.
- Researched and developed training and self-help support resources for sales representatives that included solutions to common order delivery questions and problems, increasing time to delivery and customer satisfaction.

## **PROFESSIONAL EXPERIENCE**

### **COUNTY OF Mendocino, Fort Bragg CA**

**3/14-Present**

Program Specialist II, Health and Human Services Agency

- Managed grant-related projects for Drug Free Communities grants.
- Created and monitored project schedules, vendor scorecards.
- Developed strategic planning framework, website and social media plans.

### **BIG IDEAS PUBLISHING, Fort Bragg, CA**

**3/13-12/13**

#### **Publication and Marketing Assistant**

- Identified tools and processes for improving communication, managing data flow, and tracking projects.
- Supported marketing and sales by designing and implementing social media marketing and ad campaigns, researched tools and analyzed data to determine campaign effectiveness.

### **ORACLE CORPORATION, Redwood City, CA**

#### **Global Sales Operations, Business Analyst**

**2/10-2/12**

- Managed development and implementation of Sales and Operations Planning tools and processes for sales across Engineering, Sales, Finance and Manufacturing.
- Developed Sales and Operations test and training plans for demand forecasting tools.
- Delivered demand planning tools training to sales operations personnel.
- Provided sales operations acquisition support as part of acquired company. Assisted sales reps with hardware sales fulfillment issues that stopped shipment of orders, developed self-help tools for sales for common questions and problems.

### **SUN MICROSYSTEMS, INC., Santa Clara, CA**

#### **Hardware Sales Business Operations, Senior Program Manager**

**7/08-2/10**

- Led sales compensation plan roll out, resolved compensation issues and tracked goal sheet signatures to completion.
- Researched and updated processes for technical quote approvals.
- Represented the hardware line of business for new ERP software implementation. Provided escalation point for hardware related bugs and presented escalation requests to managing executives. Led cross functional teams that developed mitigation plans for issues uncovered during testing.

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### **Americas Storage Sales Operations, Senior Program Manager**

**3/07-6/08**

- Sales operations acquisition integration project support for newly acquired company.
- Led cross functional teams that analyzed quote and order problems, determined root causes, and developed long term solutions.
- Developed training and self help support resources that included solutions to common problems, cross functional contact matrices, and end of quarter escalation processes.
- Expedited resolution of quote and order problems so that orders shipped on schedule.

### **Global Business Operations Management, Program Manager**

**3/05-2/07**

- Developed and implemented Global Loaner and Borrow-to-Buy processes to drive sales, working with product groups, finance, operations and the field. Budgeted and monitored units to maximize return on investment.
- Approved product and program announcements for external release. Monitored local acceptance of programs/products, and assisted in resolution of issues.
- Responded to field escalations by providing resources to ensure timely resolution.

### **Asia Pacific Sales Operations, Storage Division, Program Manager**

**3/03 – 2/05**

- Provided order data, tracked new product introductions, and managed implementation of programs to accelerate storage attach across the region.

### **Global Engineering, Program Manager**

**7/00-11/01**

- Created and drove projects to locate and support research and development centers outside the U.S.
- Partnered with directors of global engineering centers to develop planning processes that linked hiring needs to long-term strategy.
- Published a white paper evaluating collaborative engineering processes and capabilities, highlighted best practices and resources for managers, and recommended next steps.

### **Software Localization, Manager**

**8/91-7/00**

- Managed 8 program managers, acted as liaison with product engineering, developed and managed budgets and resource allocation for all projects, and developed and implemented process improvements.
- Developed, negotiated and managed projects with budgets totaling \$6 million per year.
- Worked with product teams to develop localization road maps, budgets and product requirements.

## **EDUCATIONAL BACKGROUND AND AFFILIATIONS**

Member, Project Management Institute, certification in progress.

Past Board President, Mendocino Art Center.

B.A., Zoology, University of California, Berkeley.

Technical Courses

- Java, Software Internationalization and Localization, Solaris System Administration, Technical Writing for End Users.

Management Courses:

- Sales and Operations Planning, Cross-Cultural Communication and Negotiation, Project Management, Marketing, Product Sales Training, Six Sigma introductory courses