

# MARTIN TOWNSEND, MBA, P2P

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## SENIOR PROFESSIONAL "Leadership for Results"

I am a people mover who believes organizational goals can be accomplished by positively impacting people's lives, one person at a time.

### SUMMARY

Customer and team-focused Senior Professional with extensive, multi-faceted experience. Expert in leading and contributing to projects designed to enhance systems functionality and end-user productivity. Acknowledged for capacity to tackle challenging issues, analyze viable alternatives, and provide innovative solutions that meet clients' financial and time requirements. Persistence, personal integrity, and channeled energies are major strengths consistently cited by managers and clients alike, who universally praise team spirit, independent work habits, and the determination to conquer challenges. Characterized by a high level of enthusiasm, passion, quality and positive attitude in all he does that is not only refreshing, but contagious.

- Financial Analysis
- Program / Project Management
- Account Management
- Budgeting
- Customer Relations
- PRINCE2 Project Management
- Strategic Planning
- Troubleshooting
- Policies / Procedures
- Organizational Development
- Policies / Procedures
- Operations Management
- Team Building
- Employee Management
- QA

### EDUCATION, TRAINING, & LANGUAGES

**MBA**, California Coast University, Santa Ana, CA, 2006

**BS in Management**, California Coast University, Santa Ana, CA.

**PRINCE 2 Practitioner** Project Management Certification, Learning Tree International, 2009

**Languages:** Native fluency in **Portuguese**

### PROFESSIONAL EXPERIENCE

**KAISER PERMANENTE**, San Diego, CA

3/2014 – Present

**Team Manager**, Customer Service

- Manage the day to day operations of the Document Management Center at the California Service Center.
- Ensure that service standards are achieved.
- Establish and assure adherence to budgets, schedules, work plans and performance requirements.
- Lead business processes.
- Responsible for the implementation of operational and technology best practices to improve compliance capabilities and efficiencies.
- Ensure best practice customer service and/or membership administration while maximizing revenue.
- Partner with Kaiser Permanent departments and other stakeholders.
- Handle personnel issues with a team approach.
- Responsible for large-scale service center that provides customer service for California and for the Regions outside of California.
- Ensure the timely intervention of issues in order to enhance member satisfaction.
- Measure and monitor service performance quality standards to ensure customer satisfaction and to comply with regulatory agencies.
- Attract, select and maintain a qualified, motivated staff which involves interviewing, coaching, counseling, disciplining, advising, monitoring, training, terminating in a Labor/Management partnership environment.
- Conduct analysis of data and reports to improve employee performance to positively impact the achievement of department and/or functional objectives.
- Perform financial management, tracking, analysis and management.
- Interpret and analyze administrative and technical concepts.

**GLASSHOUSE TECHNOLOGIES, INC., Southborough, MA****5/2013 – 2/2014****Sr Project Manager** (Independent Contractor)

Contract Sr Project Manager working with IBM & the GAP managing a legacy storage migration project.

**ELECTRONIC ARTS (EA.com), Redwood City, CA****5/2011 – 9/30/2011****IT Project Manager, Business Analyst** (Contractor)

- Collected, defined, sized and prioritized regional demand for IT Project & Services
- Developed standard tools, systems, processes & templates to manage demand; deploy across EA sites
- Delivered local and regional IT projects
- **Surveyed installed server base. Results:** Identified 121 servers for decommissioning.

**SUN MICROSYSTEMS, San Diego, CA****2/2008 – 1/2010****Senior Project Manager**, Professional Services Delivery

- Supported proposals and Statements of Work development in sales cycles.
- Ensured appropriate resources were identified and coordinated schedules.
- Performed the Risk Manager role in projects; managed projects' issues and risks.
- Responsible for engagement quality and change control.
- Updated Project Health Monitoring and escalated critical issues.
- Ensured high degree of customer satisfaction.
- Worked closely with Technical Managers and the Account Team
- Conducted project lessons learned reviews.
- Excellent communication skills, team working, problem solving & decision making.
- Maintained projects' budgets & identified cost savings, project margin and client satisfaction.

**Senior Project Manager**, Professional Services Delivery, continued

- **Assigned project management leadership** for the redesign and construction of a new Data Center for a financial customer. **Results:** Project progressed on-time and on-budget.
- **Assumed ownership** for a major auto manufacturer troubled project. Created a Project Recovery Plan, normalized staffing, brought costs under control, became the SPOC. **Results:** Project costs brought under control, customer's satisfaction turned to positive. Project completed on time and within budget.
- **Developed a KMS Collaboration site & content. Results:** Developed layout of KMS kiosk, solicited content from other PM, added to KMS.
- **Led Data Center redesign, construction and implementation project** for a Financial Firm. **Results:** Project lasted more than 2 years, was run on-time and in-budget with complete customer satisfaction.
- **Led a Benchmark Performance Test project** for a major communications company. **Results:** Project proved the SW performance was as expected and new project was developed for implementation.
- **Managed complex IT projects, from short term (2 weeks) & low budget (\$60K) to long term (>14 months) and large budget (\$12M). Results:** Projects completed to customer satisfaction, on-time and in-budget.
- **Member of the Initial Deal Review Process Improvement Team. Results:** Proactively and constructively provided input to improve that process.
- **Successfully completed all requirements for PRINCE2 Project Management Certification. Results:** Earned the PRINCE2 Foundation and Practitioner Project Management Certifications.

**CALIFORNIA COAST UNIVERSITY, Santa Ana, CA****2006****MBA Candidate**

- **Attended California Coast University. Results:** Conferred MBA degree in August 2006. GPA 3.21

**SUN MICROSYSTEMS, Milpitas, CA****1995 – 2004****Western Field Operations Manager**, San Diego, CA 2001 – 2004

- Managed Systems Administrators in the Western US supporting 5,000+ internal Sun employees. Day-to-day operations, capital equipment forecasts & orders, inventory control, budget, and employee management.
- Effective project management ensured on-time and on-target achievements and customer satisfaction.
- Led four major Worldwide Sigma Projects (Service Level Definition, Disaster Recovery for Field Offices, Disk Usage and Incident Management).
- *Assumed management of a dispersed Field Operations organization. Applied quality employee and customer-focused management practices. Results: Zero attrition over three years; maximized customer support & employee satisfaction.*
- *Led a Follow-the-Sun Service Response international Sigma project. Recruited team; developed new policies, procedures and mandates; recommended employee training and infrastructure upgrades to address the service response shortcomings; drove process from beginning to end. Results: ROI realized in less than 12 months.*

**Campus Services Manager**, Newark, CA 1999 – 2001

- Second-level manager providing internal support for two campuses housing more than 7,000 employees.
- Reorganized and consolidated teams along customer lines to maximize customer satisfaction.
- Effectively used front-line managers to deal with day-to-day operations, applying "managing through people" skills. Mentored several of staff (some became managers).
- Negotiated levels of services with customer organizations, reduction staff & increase customer services.
- Participated in the corporate Grant Review process to support the non-profit local organizations
- *Second Level Manager of a growing corporate campus. Brought on-line five new buildings in two years. Results: Provided housing for over 7,000 employees, project completed on-time and within budget.*

**Quality Office and Account Manager**, Palo Alto, CA 1997 – 1999

- Supported all quality initiatives and programs including internal metrics. Utilized effective organizational and public speaking skills.
- Account Manager responsible for fostering positive relationships with internal customer and ENS.
- Managed escalations, developed service proposals, participated in Medium Range Plan development.
- *Proposed, developed and implemented an international quality campaign ("Think Quality First") to make quality an intrinsic part of every activity. Results: Members of the IT Team increased their awareness of quality and incorporated it in their daily task, improving overall departmental efficiencies.*

**Business Services / Project Manager**, Milpitas, CA 1995 – 1997

- Managed Corporate Voice Services department providing 24x7 voice services to San Francisco Bay-area.
- As Project Manager, led all projects that crossed organizational lines within ENS.
- Provided finance and budget support, authoring Service Descriptions and Service Level Agreements definitions.
- Developed business practices streamlining processes and reducing expenses.
- Provided effective project and people management as well as strong process management capacity.
- Developed processes for Services Data Sources and Customer Demand Management.
- *Turned around a failing Voice Services department. Utilized leadership, team building and process management skills; instituted damage control, problem identification and resolution measures. Results: Department operating at maximum efficiency with zero personnel issues, resignations or terminations within six months.*

**SYBASE CORPORATION, Emeryville, CA****1994 – 1995****Senior Manager**, Corporate Information Systems

- Second-level manager responsible for 24x7 Systems Administration Services in a multi-location, multi-vendor, multi-platform environment, with an East Coast and a West Coast Data Center.
- Planned the new CIS Complex containing a new Data Center, response center and staffing accommodations.
- Executed the relocation of the data center to this new CIS complex without interrupting services.
- Instituted budgetary controls. Reorganized System Administration teams along customer lines.
- Implemented program increasing employee satisfaction and retention.
- *Reorganized internal customer service organization. Aligned the Team along customer's needs. Results: Reduced 1 managerial FTE; significant increase in customer satisfaction; reduced services turn-around time by 15%.*
- *Developed plans for a new Data Center Complex, managed the IT aspect of the project to build this complex, and migrate all servers and devices as well as staff to this new complex. Results: Able to bring the complex on-line within budget and timeline without any service interruption to the corporation.*

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**SUN MICROSYSTEMS, Milpitas, CA 12/1988 – 9/1994****Enterprise Information Systems Manager (EIS)**

1991 – 1994

- Managed Internal Assets Management, Resources Center, and Technical Publications.
- Project Manager for the SunDesk Project and Point of Service System (POSS).
- Defined the SunDesk standard desktop hardware configuration.
- Planned and executed Operation Clean Sweeps for the removal of surplus hardware.
- Member of the EIS Quality Council, Emergency Response Team Program, Crisis Management Project.
- Member of the CAV (Community Action Volunteers) Advisory Council.
- **Created** an organization that collected used capital equipment. Either recycled or refurbished the equipment. **Results:** Realized capital utilization beyond three-year depreciation schedule, decreasing quarterly budget by \$800K.

**Workstation Support Manager**

1988 – 1991

- Provided Systems Administration support for the Sun Milpitas Campus that grew 200% in two years.
- Architected, and distributed programs / functions / tools such as SunVisor Extension Program, Automated Work Request Program, Operations Review and Salary Administration tools, Training Matrix and Core Curriculum.
- **Led** project to upgrade all computer systems to the new SPARC operating system platform. Outlined cost (staffing and training, capital acquisition needs, infrastructure upgrade, roll-out plan and contingencies); implemented project. **Results:** Reduction in staffing; three-year ROI.