CHRISTOPHER LOVE, MSM, PMP

Goodyear, AZ | 720.201.8145 | chrislove8145@gmail.com | http://www.linkedin.com/in/christopherwlovemsm

SENIOR OPERATIONS EXECUTIVE

A proven Operational, Client Services, and Technology Executive Leader with experience in organizations ranging from $2.5M to $12B Fortune 500 global businesses. Proven performance managing revenue goals of up to $12M, operational budgets of up to $1M, and capital expense budgets of up to $200K. A capable mentor with a track record of attracting, recruiting, and advising teams of up to 23, building the foundations necessary to accelerate performance, increase revenue, and bolster shareholder value.

CORE COMPETENCIES

Strategic Alliances	**Mentoring / Employee Engagement**	**Service or Product Line Expansion**
Restructuring / Cost Reductions	**Vendor Selection / Negotiations**	**Regulatory Relations / Navigation**
Mergers & Acquisitions	**Multi-Site Operational Improvement**	**Team Leadership / Coaching**

EMPLOYMENT HISTORY & ACHIEVEMENTS

MESSAGEMEDIA (ACQUIRED BY SINCH) | Denver, CO

Sinch is a $2.16B communications and mobile messaging company with 3,000 employees.

Vice President, Operations & Support (Remote) | 2020 — Present

Reporting to the President and CEO with ten employees and three direct reports. Responsible for operations, project management, hiring, compliance to regulations, contract negotiation, procurement, reporting, restructuring operations and support teams, strategic planning, employee engagement, and event planning and coordination.

Scope of Responsibility & Achievement: Company spending, including vendors, was improperly allocated. Recruited by the President, US & UK to shift US operations to prepare the company for sale in 24-36 months. Planned a strategy over the following year. Within 20 months (despite COVID setbacks), reallocated expenses to other cost centers, eliminated unused services, negotiated new vendor contracts, closed the San Francisco office, and recruited a high-performing team. Within six months, these efforts delivered $300K in YoY savings, and MessageMedia was acquired by Sinch (publicly traded) for $1.3B AUD. The following are a few supporting benchmark achievements in more depth:

- **Strategic Alliances:** MessageMedia's HQ is based in Australia, and there was historically little focus on overseas process development. Over a month, determined to build rapport with AU counterparts and hold regular meetings to discuss US issues, then created innovative international communication processes. This initiative restored global trust between groups, remedied siloes, transformed culture, and was implemented globally. **Achieved similar results at LyntonWeb as VP of Technology.**

- **Mergers & Acquisitions:** MessageMedia's first acquisition happened without a President of the US BU. Charged by the Chief Strategy Officer to partner with a Sales leader, integrate the company, and maintain as many clients as possible. Spearheaded leadership over ensuring compliance, traffic volumes, COGS, and overcoming time zone difficulties and migration issues when switching providers. **These efforts migrated 50 clients to the platform, increasing profits and market share.**

- **Vendor Selection / Negotiations:** Discovered vendor redundancy and a vendor providing out-of-date technology that did not generate profit. In response, launched an audit to consolidate/reduce costs. Requested all vendors fill out a survey to define capabilities, compared pricing, met with vendors, and led negotiations. **These efforts consolidated vendors from five to two, which saved 35% with faster throughput; this cost reduction made MessageMedia more attractive to potential buyers.**

- **Regulatory Relations / Navigation:** Resolved to implement a proactive spam block strategy to protect revenue in the wake of increased regulations. Analyzed weekly traffic results, built reports, and provided resolution options. This reduced spam from 5% to a below-industry-standard 1% over just months, strengthening MM's reputation among providers. **This strategy was adopted by a company MM owns to reduce their spam from double digits to ~4% in a similar timeframe.**

- **Team Leadership / Coaching:** Recruited by the President, US & UK, to assemble and grow the first-ever high-performing North American operations team. Over the first month, identified roles and responsibilities then built a staffing plan, secured HR approval, and navigated COVID complications to start recruiting. Within three months, the team was established; **the presence of a US team made MM a more attractive takeover target, which was a significant catalyst for the Sinch acquisition.**

- **Service Line Expansion:** No framework existed to generate revenue from technical support. Discovered an opportunity to transform support from a cost center to a profit center. Analyzed industry SOPs and planned a strategy over 14 days. Over the next three months, led the roll-out of a premium support package with an updated value proposition and a marketing plan and won cross-functional alignment. **Within six months, 30% of clients opted for premium support, capturing new revenue.**

LYNTON WEB | Golden, CO

A $5M marketing and website development agency specializing in custom HubSpot integrations with 45 employees.

Vice President Technology (Remote) | 2017 — 2020

Reported to the President, CEO, and Founder with 23 employees and 15 direct reports. Responsible for operations, developing and supporting a serviced revenue model, strategic planning surrounding innovation, policy development, employee mentoring, reporting, and CEO advisory.

- **Restructuring:** When the decision was made to part ways with one of three VPs, charged by the CEO to perform a restructure. Within 30 days, evaluated employee roles and gained buy-in from the ELT and HR to execute alignment. Once complete, the VP was removed, and damage control was executed to address employee concerns. **This aligned all technology groups under one department and transformed the culture once the ex-VP's problematic presence was eliminated.**

- **Mentoring / Employee Engagement:** Collaborating cross-functionally had historically been challenging, hindering productivity. Secured approval from the CEO to reverse trends. Over 30 days, a strategic planning tool called "Four Helpful Lists" was administered among staff to determine priorities. **Led a meeting to review this data (with 95% participation), which led to viable strategies such as a recognition platform that improved morale and enhanced teamwork.**

JERA PARTNERSHIPS, LLC | Broomfield, CO

A $1M leadership coaching, strategic planning, corporate planning, and consulting company with seven employees.

Director, Technical Services & Support | 2014 — 2017

Reported to the Founding Partner & COO. Responsible for web development, corporate planning, business strategy, roadmap architecture, client services, international market research, automation, digital transformation, and strategic planning related to technology needs.

FTR, LTD | Brisbane, Australia

A digital court reporting and recording technology company with 250 employees.

Global Technical Support Manager & US IT Director (Denver, CO) | 2015 — 2016

Reported to the VP of Technology with eight direct employees. Responsible for turning around global support operations, revitalizing policies to improve efficiencies, employee mentoring, reducing costs, and implementing FTR systems.

- **Multi-Site Operational Improvement:** The support department was disorganized, which thwarted the ELT's desire to implement a new 24/5 support model. Assumed leadership, restructured the team, petitioned the board to implement new support tools, then executed vendor selections, customizations, rollouts, and training. **This enhanced team morale, elevated customer satisfaction and enabled the implementation of the 24/5 support plan.**

ENVIVIO | Rennes, France

A $50M hardware and software manufacturer for video production transmission with 500 employees.

Technical Support Manager, Americas & Project Coordinator (Denver, CO) | 2013 — 2014

Reported to the Global Director of Support with two direct employees. Responsible for thought leadership, launching a new domestic support office, defining and streamlining support contact policy, hiring, and supporting IT and Envivio products.

FRONTIER AIRLINES | Denver, CO

A $2B low-cost airline with 5,481 employees.

Senior Systems Engineer | 2013

Responsible for maintaining critical servers, mentoring, project management of a full-lifecycle upgrade implementation and server administration, data migration, and rewriting the manual for and administering self-defense training for cabin crew and pilots.

MIRADA MEDICAL | Oxford, England

An oncology and radiology imaging software company with 40 employees.

US Technical Support & IT Manager (Denver, CO) | 2012 — 2013

Responsible for opening a physical office with infrastructure in Denver and supporting users (medical doctors and imaging techs) of medical oncology software.

QUANTUM | Englewood, CO

A data storage, backup, and recovery company.

Senior Technical Support Engineer | 2008 — 2012

Reported to the Tech Support Manager and was responsible for tech support for hardware backup libraries.

VMWARE | Palo Alto, CA

An $11.7B cloud computing and virtualization technology company with 34,000 employees.

Technical Support Engineer (Palo Alto, CA and Denver, CO) | 2006 — 2008

Reported to the Support Manager and was responsible for product support, moving to Denver to open a new office, hiring, training, onboarding, and liaising between techs and management.

KYOCERA | Kyoto, Japan

An $11.5B consumer and business products company specializing in cameras, cutlery, and printers with 70,000 employees.

Network Engineer (San Mateo, CA) | 2001 — 2006

Reported to the Support Manager and was responsible for all IT functions, writing documentation and securing certification for a prototype WiFi printer card, testing and certifying printers on Novell Networks 4. x to 5. x, and establishing and maintaining a test lab for certifying printers on Windows, Netware, and Linux.

EDUCATION

Argosy University College of Business – *Phoenix, AZ*
Master of Science, Management (MSM)

North Central College – *Naperville, IL*
Bachelor of Arts, Psychology

AWARDS & INDUSTRY RECOGNITION

- **International Law Enforcement Educators and Trainers Association – Instructor Level 5 ECQC Law Enforcement Training Program 2015**
- **Denver's Channel 9 News, Denver's KDVR Fox 31 & KWGN Channel 2 News – guest speaker and self-defense expert. Multiple times over several years**
- **Dec 2021 – Sinch/MessageMedia – Long Term Incentive Award – One of two people in the US to receive an LTI. (Stock grant)**
- **June 2022 – Sinch/MessageMedia – Long Term Incentive Award – One of two people in the US to receive an LTI. (Stock grant)**
- **Aug 2022 – Sinch/MessageMedia – Long Term Incentive Award – One of two people in the US to receive an LTI. (Stock grant)**

CERTIFICATIONS

- **Project Management Professional (PMP) #1977977**
  -Project Management Institute
- **ITIL-F Certification #5685238.20534478**
  -Information Systems Examination Board
- **Six Sigma Green Belt Certified (CSSGB) – Expert Rating**
- **Kaizen Certified Professional (KCP) – Expert Rating**
- **Certified Professional Life Coach (CPLC)**
- **CNLP Certified – NLP Practitioner**
- **Colorado Notary Public**
- **VMware Certified Professional (VCP)**
- **Microsoft Certified Professional (MCP)**
- **A+ Certified**
- **Google Analytics Individual Qualification (GAIQ)**
- **Multiple HubSpot Certifications (12+)**

PROFESSIONAL AFFILIATIONS

- **Project Management Institute (National & Mile-High Chapter)**
- **Sigma Beta Delta Business Honor Society**
- **International Law Enforcement Educators & Trainers Association (ILEETA)**