

# Christopher Love - VP Operations | VP Technology | Chief of Staff

*Transforming & aligning operations, to deliver profitable world-class strategic performance.*



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## Executive Summary

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**Vice President Operations, Technology & Support**, expert at innovating new ways of working while leading recruitment to create world-class Lean teams that readily deliver efficiencies, improvement initiatives and transformation programs for many different companies. Excels at overseeing business critical projects from conception through to completion to ensure final delivery within target schedule, specification and desired outcome. Specialized in leading problem identification and solution delivery to continually improve operational efficiencies and performance. Experienced at gathering information to identify then mitigate business risks utilizing operational planning and execution to make better informed decisions and achieve world-class outcomes. Proficient at designing then deploying cutting-edge processes, policies and workstreams to ensure world-class operations that are continually updated and unlock repeatable delivery.

## Career Narrative

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In May 2020 – present, joined MessageMedia in Denver, CO and VP Operations & Support. Previously employed by Lynton Webb at Golden, CO as VP Technology from February 2017 to March 2020. From April 2015 to February 2017 employed by Jera Partnerships LLC at Broomfield, CO as Director Technical Services. Between October 2014 and March 2015, employed by FTR Ltd in Brisbane Australia as Global Technical Support Manager & US IT Director. Previously between November 2013 and October 2014, employed by Envivio in France as Technical Support Manager for Americas & Project Coordinator for Denver CO. From June 2013 to November 2013, employed by Frontier Airlines at Denver CO as Senior Systems Engineer. From March 2012 to April 2013, employed as Technical Support & IT Manager for Denver CO by US Mirada Medical. From October 2008 to March 2012, employed by Quantum at Englewood CO as Senior Technical Support Engineer. From November 2006 to September 2008, employed by VMWare Palo Alto CA & Denver CO as Technical Support Engineer. Employed by Kyocera Kyoto Japan as San Mateo CA Network Engineer from November 2001 to October 2006.

## Relevant Career Summary

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- 03/2020 - present, Sinch MessageMedia, Denver, CO, VP Operations & Support
- 02/2017 - 03/2020, Lynton Web, Golden CO, VP Technology
- 04/2015 - 02/2017, Jera Partnerships, LLC, Broomfield CO, Director, Technical Service Support
- 10/2014 - 03/2015, FTR Ltd, Brisbane, AUS, Global Technical Support Manager & US IT Director

## Career Highlights

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- **PE Backed Sale Preparation:** President / PE Owner needed to improve performance and prepare company for sale. As VP Operations & Support, drove preparation and sale information presentation. Built-out US team; ensured accounting activities accuracy and transparency; implemented continual savings program; hired 2 Directors; and drove CSAT ratings improvements. Succeeded in improving performance to complete company sale <18 months.
- **Delivering Annual Savings:** MessageMedia needed to deliver significant cost savings. As VP Operations & Support, uncovered then delivered multiple cost initiatives. Closed San Francisco offices, retaining all staff; renegotiated contracts, rates and SLAs; repositioned staff structure, workstreams and processes for efficiency; and innovated new reporting to trigger new initiatives. Succeeded in delivering >\$300k annual savings <4 months.
- **Business Critical Project Delivery:** MessageMedia needed to comply with US Toll Free number regulatory changes. As VP Operations & Support, implemented practices to meet compliance. Built team, including contractors; hired Growth Director; prepared GTM customer communications; verified data with customers to ensure compliance; and processed all new requirements to meet regulations. Succeeded in delivering new US Toll Free compliance <4 months.

## Additional Information

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I am PMP, Kaizen & 6-Sigma Green Belt certified, alongside being a Certified Life Coach and a Certified NLP Practitioner. I am also a Colorado & Arizona Public Notary, VMWare and Microsoft Certified / VCP & MCP with a Google GAIQ qualification.

## Recommendation

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"Chris has multiple skills, an incredible focus, energy, and resolve. Chris is a strong team member, concerned compatriot, and customer and revenue focused - it's remarkable what he can do." A. Krizik, Director, MessageMedia.