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# Charles J. Franklin

<your address>

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## CAREER PROFILE

An accomplished **Senior Technology Executive** with a proven track record for building and leading world-class software development to support revenue growth from \$40 million to \$200 million. Expertise includes: **Research/Development, Product Management, Fortune 500 and Global Implementations, Business Process Reengineering, Agile Development Methodologies, Partnership Development, Strategic Planning, P&L Management and Professional Services.**

Known within the industry for driving business results and maximizing profitability through the delivery of exceptional product quality and service and prudent management of people, technology and processes. Proven ability to manage budgets in excess of \$60 million; align technology strategy with corporate strategy; set business and group goals; and lead large management teams to achieve project goals and exceed client expectations.

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## SIGNIFICANT ACCOMPLISHMENTS

- Vice President of Technology and Applications for a publicly traded Global Software Solutions Corporation. Selected by the Executive Vice President to modernize and improve all development functions with full responsibility for R&D, Product Strategy, Product Management, Quality Assurance and Product Release, supporting annual revenues of \$250 million and a global client base of 5,200
- Led the technology team responsible for preparing the company's product platform for an IPO; company successfully launched its IPO in 2006.
- Led the selection and technology due diligence process of two major acquisitions in 2005/2006 which subsequently accounted for 28% of the company's total revenue.
- Supported the executive sales team to close three of the largest Fortune 500 deals in the company's history, totally \$35 million in recurring revenue over a three year period.

## AREAS OF EXPERTISE

### Technology Leadership

- Managed a \$62 million budget and a workforce of 380 technical and professional services staff
- Analyzed the company's technology and product line investment strategy and re-aligned the development priority, improving product line profitability by 37%
- Established a divisional structure and performance management benchmark process and hired 162 international professionals to support the company's global expansion into 13 new countries
- Reduced turnover by 56% and increased the international team's industry experience by 34%
- Modernized a \$30 million division to improve productivity, product quality and reduce cost
- Increased client reference-ability by 300% contributing to record sales in 2007
- Led executive project steering committees for Global 2000 clients from the retail, pharmaceutical, financial, hospitality, transportation, government and educational sectors
- Led large scale global implementations worth over \$60 million in recurring revenue
- Resolved complex technology and integration issues and recovered a multi-million dollar Fortune 500 account which was in transition to a leading competitor

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**Software Development**

- Introduced advanced Agile/Lean development methodologies, improving product quality and output
- Released the company's Software-as-a-Service (SOA) architecture for the SMB market in 2006 and expanded partner channel reach globally, resulting in capturing 42% of the SMB market
- Managed the integration of five acquisitions - psychometric and predictive intelligence applications and successfully released Enterprise6 and SMB2
- Expanded the company's product footprint by launching twelve new leading products in five years
- Introduced breakthrough process checkpoints, project metrics and ship-criteria which improved implementation process and overall project quality
- Contributed to profitability gains of 42% by driving product processes and quality improvements

**Professional Services**

- Managed a \$37 million Professional Services Business with margins of 27% and 12 product extension services with margins of 64%
- Developed and implemented a management reporting system to track and monitor billable hours, consulting capabilities and resource availability for large consulting engagements
- Led 120 globally disbursed project managers/consultants with a keen focus on delivering exceptional service quality which led to winning the industry services excellence award in 2007 and 2008
- Implemented a common solution library which reduced internal implementation costs and the client's total cost of ownership
- Developed and delivered customizations to support complex business requirements of very large, globally distributed clients with 150,000 employees

**IT Consulting**

- Hired to manage the Technology Unit of a Global Outsourcing Consulting firm with full accountability for selling and managing large scale technology acquisition and implementation contracts
- Prepared and presented ROI proposals to C-Level decision makers which led to the sale of large technology projects generating over \$20 million in consulting revenues
- Led the development and delivery of several multi-million dollar custom software projects
- Managed a large scale implementation for a Texas-based Fortune 500 company in eight languages which involved working with 35 of their internal and external consultants
- Recommend the best product acquisitions and implementation strategy to meet client's business requirements, typically reducing total cost of ownership by 30%

**EMPLOYMENT**

HORASE TECHNOLOGY CONSULTING, Delaware, USA

**2008 - Present****Principal Consultant**

- Provide technology acquisition and implementation advisory services to Fortune 500 clients within the financial, insurance, and retail sectors

ABC WORKFORCE MANAGEMENT CORP., California, USA

**1999 – 2008**

*ABC Corp. is a market leader in Global Software Solutions with revenue of \$200 million. The company sells software enabling large organizations to deploy and manage their workforces for optimal profitability.*

- Fast tracked through several progressive roles to the position of Vice President, Technology, 04/08

MERCER CONSULTING GROUP, New York, USA

**1992 - 1999****Manager/Senior Consultant**

- Sold and managed large HR projects generating million of dollars in consulting revenues for the firm

**EDUCATION**University of Delaware, USA, **Associate's Degree in IT and Management****1991**