



JOHN MOYLES

Turnaround and Growth through Business Transformation

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Who I Am and What I Bring to the Table

Turnaround | Growth | Business Transformation

Customer Success | Product & Service Management | M&A post-deal integration

I'm an executive who specializes in turnaround and growth opportunities in the technology arena - positioning and improving people, technology, and processes. I take on the challenges no one else wants to touch: if it's broken, I will fix it. I partner closely and well with other leaders to transform troubled departments into profitable, predictable, and sustainable winners.

Professional Highlights

Customer Support & Advocacy

Turnaround: Reduced churn and staff turnover to targets within a year after taking ownership of poorly performing customer service department by building an executing a new charter that impacted all departments of the organization engaged in the quote to cash cycle.

Growth: Took full control of departments P&L and shifted from a cost center to a profitable, predictable, and sustainable revenue center by shifting to a fractional consultancy model, combined with a strong focus on up-sell, cross-sell, and up-the-stack campaigns.

M&A Post-Deal Integration

Turnaround: Took ownership of a stalled integration effort that had no single leader and created and ran an Integration Management Office (IMO) that took full control of five acquisitions over five years (two of which each individually doubled the revenue/staff of the company).

Growth: Created and executed on integration playbooks that led to the IMO teams in not only realizing targeted revenue and cost synergies but also positioned them well to seek, discover and exploit new opportunities during the integration process.

Product & Service Management

Turnaround: rationalized and formalized multiple service catalog of over 1,200 items inherited from five separate acquired companies down to a single-source-of-truth catalog with formalized lines of business, synergies, cost & revenue modeling, and formalized processes for all departments.

Growth: Created a pipeline for new and changed service/product development & adoption - ensuring awareness, socialization, buy-in, readiness, and training needed to adopt the solutions at all levels of the organization.

Professional Experience

Synoptek	Director of Customer Success/Advocacy	2015 - 2018
Synoptek	Director of Integrations (MA&I)	2015 - 2018
Critigen (Acquired by Synoptek)	Director of Product Management/Development	2013 - 2015
JM Consulting	Management & Technology Consultant	2004 - 2013
IP Silver	Vice President of IT/IS	2008 - 2010
X2Delta Networks	Vice President of Operations	2000 - 2004

Target Organizations

I will be of value in any company in which I will be a strong influencer by producing strong results and that values technology – either providing solutions in the space or uses it as a strategic centerpiece. I have experience in, but have not specialized in, the health care and financial verticals. I am comfortable working in private sector companies of any size (startups, SMB's, enterprise).