

JOSHUA MAYNARD (He)

Extraordinarily adaptable, talented, & skilled, yet humble, fun, hands on, mission driven, & team-oriented leader who honorably solves complexity, creates value & cohesion, & aligns resources to goals for ideal results. <https://www.linkedin.com/in/joshmaynardforthewin/>

I'M REALLY GOOD AT

Leadership, Management, & People: From small team to organizational level, over any business function, or the whole business.

Telecommunications & Information Technology: 20+ years from entry to executive level; I am technically adept yet customer & business oriented. I have managed on-premises full stacks, cloud based SaaS vendors & contracts, help desks, incident response teams, hardware life cycle, technical support, and overseen global multimodal networks servicing numerous industries & dispersed locations.

Operational Excellence / Budget / P&L: Doubled output using equal or less resource as allocated in multiple roles. Budgets \$1M-\$1B.

Project & Program Management: 17 years, using numerous methodologies. Expert at managing multiple complex projects & programs.

Logistics & Supply Chain Management: Substantiative skillset. Experienced with inventory control, purchasing & procurement, sourcing, contracting, QA/QC, distribution, transportation, capital assets accountability, forecasting, fulfillment, & warehousing.

Customer Success, Service, & Support: Delivered excellent customer & field support services in every role. People & solutions expert.

COMMERCIAL CAREER DETAILS

Executive General Manager, Sports Equity Partners, LLC

March 2020 – June 2020

Full profit and loss (P&L) responsibility for \$14.5M annual revenue consumer and B2B multi product and service Family Entertainment Center “Mall” reporting only to Board of Directors of the 250-person organization.

- Methodically spearheaded requirements proposal process, vendor review, contract negotiations, and change of contract for point-of-sale software which reduced a staple operating expense by 50% within 2 months of joining the organization
- Developed organizational realignment strategy to improve cross functional collaboration of sales, marketing, and customer experience with operations, enabling revenue growth through increased customer engagement & satisfaction emphasis alongside fiscal efficiency
- Skillfully crafted a growth aggressive yet risk insulated annual budget which laid groundwork for overall improvement of people operations, employee programs, cohesion, and efficiency without personnel cuts nor incurring additional labor costs
- Business directly impacted as a result of COVID-19 pandemic safety shutdown orders

Emphasis: Strategic Planning, Escalations, Program Management, Project Management, Continuous Improvement, Vendor Management, Profit and Loss, Budget, Revenue, Marketing, Human Resources, Sales, Consumer, B2B, Service Industry, Entertainment, Food and Beverage, Gaming, Business Management, Business Operations

Director of Operations, X2nSat

January 2017 – January 2019

Reported to the CEO as part of the Leadership Team for a B2B telecommunications, cloud, enterprise, & hardware services provider with over 5,000 global points of presence; Led 25 reports in 24x7 Technical Support, Network Operations, & Field Services teams & facilities.

- Implemented process improvement to decrease fulfillment lead times, double team output, & reduce 20% needless spend from budget
- Injected process QA/QC standards & contract SLA governance accountability eliminating > \$120k wasteful expenses in my first year
- Key contributor in all vendor selections, contract negotiations, and RFP/RFQ processes in a collaborative leadership team process
- Created and implemented customer experience & support standards which resulted in an NPS 20 points above industry benchmark
- Re-Organized alignment of departmental structures to customer needs which closed the sales-ops gap & facilitated key account growth
- Injected operations leadership integration & PM function into the vendor and high touch customer relationship management cycles
- Implemented training, mentoring, & development programs; increased employee retention, decreased turnaround, & improved DEI

Emphasis: Strategic Planning, Incident Management, Escalations, Program Management, Project Management, Continuous Improvement, Vendor Management, NetSuite, End To End Product, Customer Experience, Infrastructure Delivery, Process Improvement, Metrics, Fleet Ops, Data Management, Supply Chain Operations, Salesforce, Business Planning, Datacenter, Performance Management, KPI, OKR, Relationship Building, Quality Control, SLA Audits, Budget, Proposals, Service Installation, Recruit, Hiring, Business Development, Quality Assurance, Customer Service, Disaster Recovery, Compliance, Relationship Management, Financial Forecasting, Analytics, Fulfillment

Director of Operations, Futaris (Acquired by X2nSat)

April 2016 – December 2016

Reported to the President leading 25 reports in all aspects of 24x7 Network Operations, Service Delivery, Information Technology, Project & Program Management, RF Engineering, Fulfillment, & Customer Support teams providing B2B hardware & enterprise solution services.

- Acted as Sales Engineer and lead vendor sourcer for > 20 proposals which led to 10% increase in Monthly Recurring Revenue (MRR)
- Proactively spearheaded overhaul of service products' design and pricing which increased MRR margins by 40% without quality loss
- In collaboration with company President negotiated terms and SLAs for all recurring core product vendor supply contracts
- Relationship managed numerous hardware vendors to facilitate and foster sustainable supplier diversity and improve sales margins

Emphasis: Incident Management, Vendors, ITSM, Supply Chain, Audits, Project Management, Product Development, OKR, Process Improvement, Business Planning, Asset Management, Broadcast, Data Center, Sage, Budget Management, Regulatory Compliance, Proposal Development, Ecommerce, Network Architectural Specs Solution Design, Operational Issues, KPI, Financial Modeling, Performance Improvement, Shared Services, Financial Information, Satellite, Wireless, Decision Support, Infrastructure

ARMY OFFICER CAREER DETAILS

Brigade Deputy Chief Operations Officer (Strategy, Plans, Special Projects), United States Army **May 2014 – March 2016**

Reported directly to the COO of a 5,000-person organization conducting multi industry global field services operations. Primary program & project manager for tactical & strategic planning; Oversaw annual & quarterly project delivery forecasts, reporting & staff processes.

- Functioned as Chief of Staff for direction, integration, & synchronicity of nine cross functional departments in over 50 project plans
- Owned successful organizational restructuring and systems integrations projects which were critical pre-combat strategic objectives
- Integrated planning of fleet and drivers' operations requirements for a transportation force of thousands of vehicles and personnel
- Provided SLA QA/QC program management of vendor field service rep performance to ensure contracting requirements fulfillment

Emphasis: Collaboration, Problem Solving, Influence, Analytical Management, Information Management, Risk Assessment, Change Management, SOPs, Data Driven, Safeguarding, Corporate Communications, Security Operations, Process Design, Incident Response, Escalations, Enterprise Decision Support, Process Mapping, Business Documents, Auditing, Build Consensus, Business Acumen, Leadership Skills, Executive Consulting, Modeling, Research, Reverse Engineering, Executive Presentation

Company Commander (CEO) and Brigade Deputy Chief Information Officer, United States Army **January 2013 – May 2014**

Commander of a Telecommunications and Information Technology company responsible for on-demand service implementation and 24x7 operations of multi-modal enterprise cloud networks (& dual-hat as Deputy CIO) for a 5,000-person organization operating globally.

- Directly responsible for the successful deployment of over \$40 Million of capital assets across numerous high visibility critical projects
- Scaled company from 40 to 200 total reporting personnel in one year; recognized for highest morale and readiness % among 64 units
- Led the maintenance, operations, & sustainment of a fleet of 100 high value systems equipped vehicles & procurement of all resources
- Doubled team capability & productivity with zero budget increase through training, process improvements, & organizational re-design
- Awarded Meritorious Service Medal, Bronze Order of Mercury, and promotion recommendation for performance

Emphasis: IT Service Management, Continuous Improvement, Safety, Business Management, Collaborating, Best Practices, Consulting, Metrics, Automation, Influence, Partnerships, Coaching, Information Management, Asset Management, Strategic Direction, Inventory Management, Cloud Computing, IT Infrastructure, Customers, Stakeholder Management, Operational Analysis, Maintenance, Fleet Operations, IT Service Delivery, Human Resources, Training Development, People Operations

Battalion Chief Information Officer, United States Army **August 2010 – January 2013**

Served as Commander's top Signal Officer, responsible for 20 reports, standing up & leading all (strategic and tactical level) IT, enterprise, cloud, & telecom related capabilities for a 500 person on-demand service providing organization conducting global operations.

- Built & grew IT Department & ITSM from scratch to meet changing needs of startup organization through scaled growth to 500
- Built a robust comms infrastructure with highly customer centric service offering capability & sustained reliability >99.99%
- Meticulously program managed equipment lifecycles, vendor support contract QA/QC, and all IT and signal systems procurements
- Delivered numerous successful projects and programs despite fiscal constraints on operating and capital expense
- Rated number 1 of 3 peer officers, number 1 department of 7, and promoted to Commander ahead of peers

Emphasis: Strategic Planning, Incident Management, IT Service Management, Collaborative, ITSM, End To End IT Service, Project Management, Consulting, Technical Projects, Data Architecture, Analytical, Information Security, SaaS, Business Issues, IT Strategy, Executive Team, Disaster Recovery, Operations Support, Implementations, Account Management, Technical Guidance, Enterprise Software, Financial Management, Lifecycle, Repairs, Reporting, Decision Support Systems, Vendor Management

Battalion Chief Logistics Officer, United States Army **April 2009 – August 2010**

Served as the Commander's top Officer responsible for 15 reports & all logistics & supply chain activities for a 500-person on demand service providing organization conducting multi industry global operations; Served dual hat as advisor-consultant to international partners.

- Accountable for all procurement with \$75K cash in hand & multi-million-dollar total monthly budgets for operating & capital expense
- Oversaw inventory & forecasting, procurement, and distribution of all supplies for numerous locations throughout northern Iraq
- Planned and managed the global movement and international transfer of over \$100 Million of assets and all personnel
- Managed licensing, dispatching, operations, maintenance, & systems readiness programs for 300 equipped vehicle & 500 driver fleet
- Managed HAZMAT, Customs, DOT, shipping container seaworthiness regulatory compliance, & contracting QA/QC programs
- Proactively spearheaded countless RFP/RFQ processes for operational contracts in collaboration with the contracting officer

Emphasis: Strategic Planning, Program Management, Finance, Vendors, Management Skills, Audit, Supply Chain, Collaborating, Reporting, Partnerships, Account Management, Business Management, Operations Process, Acquisition, Data Driven, Business Cases, Operational Performance, Business Strategy, Negotiation, Large Projects, Strategic Sourcing, Risk Management, Economic Development, Construction, Healthcare, Outreach, Community Agencies, Partnership, Physical Security, Supplier QA / QC

Director of Operations, United States Army **May 2007 – April 2009**

Reported directly to the Commander; Provided leadership & development of 46 personnel & directly accountable for capital assets valued at over \$4 Million as the "2nd in Command" Executive authority for a service providing organization conducting global operations.

- Responsible for the training management and development of the whole company organization of 120 personnel
- Led the only department of 4 to meet the Senior Commander's most challenging pre-combat certification annual objectives
- Accountable for maintenance and operations of a fleet of 20+ vehicles and 46 drivers

Emphasis: Safety, Continuous Improvement, Demonstrated Commitment, Problem Solving Skills, Supply Chain Operations, Performance Management, Physical Security, Change Management, Business Issues, Operational Performance, Risk Assessment, Data Collection, Digital Experience, Ensure Accuracy, Business Analysis, Consulting Experience, Attention to Detail, Presentation, Training and Development, Event Planning, Project Management, Program Management, Transportation, Incident Response

ARMY ENLISTED CAREER DETAILS

Network Engineering, Operations, and Support Manager, U.S. Army NETCOM

June 2003 - August 2005

Led the 24x7 technical & operational direction of 60 civilian & military shift workers for the largest OCONUS DoD strategic hub valued at over \$55M. Planned & implemented over 200 custom projects of highly reliable secure global IT & telecom cloud & infrastructure services.

Emphasis: Planning, Problem Solving, Incident Management, IT Service Management, SDLC, Technical Project Architecture, Product Development, Cloud Management, Consulting, Root Cause Analysis, Information Systems, Specifications, Strategic Initiatives, Backbone, Communicate Status, Operations Management, Enterprise Solutions, Data Architecture, Analyze Data, Technical Specifications, Product Capabilities, Product Engineering, Process Engineering, Electrical, Documentation, Cloud Operations

Network Engineering, Operations, and Support Supervisor, U.S. Army NETCOM

January 2002 - June 2003

Led 12 military shift workers for the largest OCONUS DoD strategic global infrastructure & cloud services hub, valued at over \$55M, for network operations, customer support, troubleshooting incidents & escalations, provisioning, implementation, facility system maintenance.

Emphasis: Escalation Management, Compliance, IT Service, Coaching, Management Experience, Customer Experience, Global Quality, Root Cause Analysis, Hardware, Computer Networking, Performance Metrics, Project Management, Operations Center, Cloud Operations, Data Center, Incident Management, Break Fix, SLA Auditing

Network Operations and Support Engineer, U.S. Army Space Command

March 2000 - January 2002

Worked on shift at 24x7 strategic hub on Fort Meade engineering and maintaining space network operations, providing customer support, troubleshooting incidents & escalations, provisioning, implementations, & facility system maintenance. Recognized as Soldier of the Year.

Emphasis: Incident Management, Compliance, Escalation Management, Auditing, Root Cause, Ethernet, Data Flow, Network Devices, Customer Support, Documentation Skills, Demand Planning, Supervising, Technical Issues, Operations Center, Cloud Operations, Space Networking, Infrastructure, Training and Development, Security

Network Operations and Support Engineer, U.S. Army 1st Signal Brigade

March 1999 - March 2000

Worked on shift at a 24x7 strategic global infrastructure & cloud services hub on the Korean peninsula conducting network operations, providing customer support, troubleshooting incidents & escalations, provisioning, implementations, & facility & systems maintenance.

Emphasis: IT Support, Customer Support, Testing, Root Cause, Hardware, Network Devices, Ethernet, Windows, Troubleshooting, Telecom, Programming, Technical Problems, Operations Center, Cloud Operations, Data Center, Space Networking, Infrastructure, Training and Development, Information Security, Implementations

EDUCATION, TRAINING, & CREDENTIALS

PMI PMP Certificate & ITILv3 Foundation Certificate

Syracuse University (2016)

A+ Certification

CompTIA (2012)

Signal Captains' Advanced Course (Accredited Graduate Level IT & Telecomm Management)

U.S. Army Technical School (2011)

HAZMAT, U.S. Customs, and DOT Compliance PM Certification

U.S. Army Technical School (2009)

Sexual Assault & Harassment Victim Advocate Certified

U.S. Army Technical School (2008)

Suicide Awareness/Prevention Counseling Certified

U.S. Army Technical School (2008)

CPR Certified

American Red Cross (2008)

Officers' Leadership Course

U.S. Army Technical School (2007)

Bachelor of Arts, Business General Management

Michigan State University (2007)

Associates of Applied Science, Satellite Communications

Central Texas College (2005)

Associates of Applied Science, Computer Science and Information Technology Service Management

Central Texas College (2005)

Primary Leadership Development Course

U.S. Army Technical School (2001)

Space Network Engineering, Administration, & Operations

U.S. Army Technical School (2000)

HAZMAT Program Administration Certification

U.S. Army Technical School (1999)

Satellite, Telecommunications, & Information Systems Engineering, Operations, & Maintenance

U.S. Army Technical School (1998)

Security Clearances: SECRET/TS-SCI

Department of Defense (1998-TBD)

PERSONAL TOUCHES

I once saved a life thanks to my first aid training. In real world emergencies, I'm someone you want on your team. No pressure too much.

I volunteered for several years as a Den Leader and Pack Leader for my local Boys Scouts organizations in two different states. I mentor.

I am a DoD certified Sexual Assault and Harassment Victim Advocate and Suicide Prevention / Intervention counselor. People first.

I am a hobby landlord and real estate enthusiast. Business, business, business. I love to karaoke & write a blog. Fun & communicative.

When I was stationed in Fort Meade with Space Command I had a second job for extra money as an office mover. After 9/11 I would get off work with Space Command and go to the Pentagon to help move furniture back in as it was rebuilt, not as a Soldier, but as a mover.

I completed my BA and two AAS's while simultaneously on Active Duty in the Army. Outwork me? I doubt it.

I was a nationally ranked Chess player at age 12. I am a planner and strategist that looks moves ahead intuitively. I seek tough challenges.

I have worked on four continents and partnered globally in business for over two decades. I am a consultant and advisor.

I share a distinction with the famous comic book legend Stan Lee; we have both been inducted into the Bronze Order of Mercury. Signal!