

TIMOTHY BAKER

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SUMMARY

Military veteran and versatile leader ready to bring dynamic energy and proven expertise to your team. With a track record of exceeding expectations on projects for the Centers for Medicare and Medicaid Services and international non-profits and tech companies, I thrive on translating complex requirements into winning strategies. From averting risk and potential losses to securing venture capital funding, I'm passionate about driving measurable results and fostering collaborative environments. My active CMMI and nearing completion PMP certifications complement my hands-on approach, and I'm excited to bring my experience to a new, long term opportunity.

WORK EXPERIENCE

11/2022 – 01/2026

Senior Project Manager, Think Consulting

Mid-Atlantic Region

- Spearheaded cross-functional teams on government healthcare projects for the Centers for Medicare and Medicaid Services and Marketplace.
- Amplified project oversight and collaboration, and accelerated onboarding of key personnel for an international nonprofit organization by initiating the establishment of a Technology Project Management Office within six months.
- Constructed written review achieving the company's historically highest evaluation rating and award fee with by translating stakeholder requirements into actionable plans with clear milestones, ensuring contract adherence.
- Enhanced operational efficiency and strategic goal achievement across multiple government and private industry client projects by orchestrating end-to-end project management processes from initial stages through deployment.
- Led a team of content writers and training leads to conduct comprehensive program evaluations, establishing impact analysis QA and QC procedures resulting in a 100% improvement in operational efficiency.
- Enabled an international augmented reality educational company to secure venture capital funding by developing a strategic investment portfolio through in-depth interviews with technical team members, understanding product technology and development methods.
- Averted over \$1M in losses while maintaining the company's industry integrity by proactively identifying risks ahead of a scheduled national conference.

09/2017 – 12/2025

Founder & Entrepreneur, America's Ticket, Inc

Virginia

- Founded and scaled a SaaS-based communications platform enabling political candidates to securely engage constituents through targeted, data-driven outreach.
- Devised end-to-end product strategy, encompassing platform architecture, UI/UX design, roadmap prioritization, and go-to-market execution.
- Directed operations, investor relations, and stakeholder engagement, optimizing funding strategy and partnership development.
- Managed cross-functional contributors including developers, designers, and advisors to deliver a scalable, market-ready solution.

01/2003 – 11/2022

Senior Consulting & Project Manager, Custom Select Services, LLC

Mid-Atlantic Region

- Founded and led a multistate contract consulting agency serving the medical, energy, manufacturing, real estate, construction, financial services, hospitality, leisure, and insurance industries.
- Carefree Boat Club – Averted company closure by expanding into two new markets, achieving 150% growth in 12 months through revitalized marketing and operations processes and renegotiating contracts with property owners.
- Wingate by Wyndham – As the interim GM, guided the hotel and staff through COVID-19, reducing payroll costs from 50% to 27% while maintaining profitability through strategic operations management and team motivation, resulting in a profitable merger and acquisition in a depressed economy.
- APEX Construction Solutions – Increased revenues by 50% in year one by establishing and tracking KPIs, implementing personal accountability practices, and fostering team-building strategies.
- CVA Homes – Boosted conversion rates by 24% and reduced CPC by 12% through enhanced PPC campaigns and implementing A/B testing for refinement.
- Medical Practice – Decreased patient call times, increasing practice revenue by 10% by integrating SMS/email automation and initiating the use of CRM software to accurately track sales opportunities, activities, and reports.
- Led additional project management efforts for; NOVO Healthcare Solutions, Regeneris Medical, Assurant, NaturaLED, Witte Home Solutions, and most national insurance vendors.

01/2015 – 07/2017

Founder & Entrepreneur, GOGO Band, Inc.

Virginia

- Founded and launched an IoT biometric wearable medical technology company.
- Secured capital investments initially totaling \$810K, ultimately exceeding \$5M, through orchestrating fundraising efforts for business expansion and product development.
- Obtained over \$1M in pro bono support from CapitalOne and Altria for data development and product testing.
- Awarded multiple U.S. and international patents for proprietary biometric technology.
- Delivered a product demonstrating over 96% efficacy in pediatric treatment, validating both clinical and commercial viability.
- Negotiated partnerships with the VCU DaVinci Center and Brand Center for advisement on innovation, commercialization, and startup execution.

11/2011 – 12/2014

Medical Sales Consultant, Bosley Medical Group

Virginia

- Conducted high-trust clinical consultations, guiding patients through treatment options while ensuring compliance and informed decision-making.
- Driven an 18% increase in surgical revenue and 25% growth in retail sales through consultative selling and patient education.
- Collaborated with medical teams to optimize consultation workflows and enhance patient experience.
- Maintained strong ethical standards and regulatory adherence within a healthcare environment.

11/2007 – 12/2009

Marketing Field Implementation Director, Ameriprise Financial

Mid-Atlantic Region

- Led field implementation and change management across Virginia and North Carolina for a large-scale national rebranding initiative.
- Mentored and supported 283 financial advisors, accelerating their adoption of new branding, tools, and client engagement strategies.
- Contributed to a 16% increase in AUM by directing the managed production process and aligning with the organizational vision.

- Sustained customer retention above 80%, outperforming peer regions during a period of organizational change.

01/1998 – 01/2003 **Regional Sales Director and Trainer, Torchmark Corporation** California

- Oversaw all recruiting and training for teams of over 50 sales professionals, cultivating high-performance cultures.
- Successfully de-escalated 95% of customer issues before escalation, preserving relationships and brand trust.
- Maintained the lowest attrition regionally through supportive leadership development, accountability, and engagement.
- Outperformed first-year sales projections by 140% while launching a new corporate brand in New York by monitoring market trends to adjust sales strategies and capitalize on emerging opportunities.

03/1988 – 07/1991 **Surgical Hospital Corpsman, US Navy** Maryland

EDUCATION

1988 – 1989 **Naval School of Health Sciences** California
Technical Degree, Clinical and Field Nursing

Henry Sibley Senior High School Mendota Heights, MN
High School Diploma

SKILLS

Strategic Planning & Execution	Risk & Change Management
Performance metrics	Scope implementation
Cross-Functional Team Leadership	Vendor & Partner Management
Data-Driven Decision Making	Project & Program Leadership

INTERESTS

Outdoor and water enthusiast	Avid Minnesota sports fan
Volunteering and animals	Woodworking and antiquing

CERTIFICATES

PMP Certification (In progress)

CMMI Associate Certified

Virginia Insurance Licensed , Health, Life, Property and Casualty