



JOHN SMITH

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John Smith is a business consultant and program manager. He specializes in working globally with senior managers of companies of all sizes in implementing large-scale operational changes in service organizations.

With wide-ranging international experience in planning, service management, and program management, John has enabled client companies to save over \$2.7B. He has:

- Led a program that migrated 600 accounts for a global services provider to a common tools platform.
- Led a program that updated remote diagnostic tools and enabled a \$4M annual run-rate savings.
- Developed an offshore labor location strategy and multi-year workforce plan that enabled a 13% year-over-year cost savings.
- Led a multi-year, global program to renew end-to-end customer services business practices, processes, and supporting IT infrastructure, including obligation management, reference-data management, call handling, and knowledge management.
- Consulted with pre-sales teams to ensure sales aligned with delivery capabilities, resulting in a reduction in sales to delivery turn-around of 26%.
- Managed the global deployment of the Knowledge Centered Services (KCS) knowledge management methodology and associated technology for an international organization, achieving a 30% efficiency improvement in delivery turn-around.

Before becoming a consultant, he worked for ABC Company, XYZ Digital Corporation, and GHI Organization in various executive and senior executive roles.

His consulting clients consist of international organizations in various industries, including manufacturing, technology, science, finance, transportation, utilities, and healthcare.

John has a BS in Business–Management, an MBA in Operations Management, and a PhD in Business–Strategic Management, all from Rice University.

Through his employment, both in corporate and consulting, John has travelled to six continents and sixty-seven countries.

AREAS OF EXPERTISE

Program Management
Strategic & Tactical Planning
Service Management
Service Delivery
Knowledge Management
Organization Change Management

INDUSTRY EXPERIENCE

Automotive
Financial Services
Information Technology
Manufacturing
Pharmaceutical
Telecommunications
Transportation

FUNCTIONAL EXPERTISE

PTC Service Knowledge
Management
HP IT Service Management
ITIL
KCS

LEADERSHIP CERTIFICATIONS

Six Sigma Black Belt
Project Management Professional
Leadership and Management
Strategic Organizational Leadership
Executive Leadership

EDUCATION

PhD – Rice University
MBA – Rice University
BS – Rice University