ROGER WALTON **Hampton, NH | 603-475-1149 | rogw@tsj.net**

SENIOR MSP/MSSP OPERATIONS EXECUTIVE

Accomplished executive with a proven track record in managed services, demonstrated product and project management success, and deep operational experience in a broad range of highly technical domains.

Experience

TSJ Consulting Inc., *Hampton, NH* (consulting practice) 03/17 to 12/18, 07/26 to date

Principal

- Through TSJ Consulting, Roger helps MSPs and MSSPs boost their performance by leveraging experience and insights developed as a senior executive, COO, product management and marketing professional.

PCG IT, *Portsmouth, NH* (IT managed service provider) 01/19 to 07/26

Director of Operations, Head of Security Practice

- Responsible for all business functions except sales at regional MSP.
- Built cybersecurity and cloud migration practices. Sourced and introduced products and services for resale, developed PCG service offerings, established teams and led early client engagements.
- Improved SLA performance by more than 30%. Grew service gross margin by increasing billable utilization and efficiency ratio, controlling runaway tickets and managing service hours applied to fixed price contracts.
- Strengthened service team, hired 40% of current members, structured performance-based incentive plan, implemented regular communications and performance review processes.
- Experienced user of MSP platforms including ConnectWise Manage PSA, MSPCFO, ScalePad, Datto RMM, Huntress

Fuze, Inc., *Cambridge, MA* (UC service provider - cloud IP telephony, video, collaboration) 08/14-02/17

VP Managed Services

- Managed unified communications business unit and product portfolio acquired from Whaleback.
- Led cross-functional team to migrate 300+ business customers from Whaleback platform to Fuze. Migration achieved schedule goals and exceeded target metrics for revenue generation and customer retention.
- Owned Whaleback cloud service infrastructure, including security, with endpoints at 1,000+ locations.
- Managed 30+ carrier vendors in 50+ countries. Reduced unit costs by more than 25% in 2016 alone. Led program to meet multinational regulatory compliance requirements.

Whaleback Managed Services, *Portsmouth, NH* (UC - acquired by ThinkingPhones (later Fuze)) 10/12-08/14

Chief Product Officer

- Responsible for all Whaleback products and services. Led 8-person engineering team.
- Hands-on product manager for all Whaleback products and services. Deliverables included product planning, defining product features, and prioritizing customer needs, issues and requirements.
- Created and delivered product roadmap to meet business needs, drive revenue opportunities, boost business value and meet customer acquisition growth objectives, doubling bookings rate in 12 months.

Education

- Mathematics (Master of Arts & Bachelor of Arts), St. Catherine's College, Oxford University
- CISSP (Certified Information Systems Security Professional), May 2023
- MSP process coaching from Sea-Level Operations (now Pax8 Academy), 2019-20
- Product management coursework from 280 Group, financial coursework from Harvard Extension School