

MARC KLEMP

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SERVICES EXECUTIVE

Business Solutions | Organizational Leadership | Service Excellence

Accomplished Project Management Professional (PMP)/Scrum Master Certified (SMC) technical business professional with extensive global experience providing the leadership needed to drive the achievement of key organizational service delivery-related goals and objectives. Skilled at developing and implementing strategy around service design best practices to deliver solutions that produce increases in organizational effectiveness, efficiency and customer satisfaction. Able to build strong relationships with strategic business partners and stakeholders based on open lines of communication and the effectiveness of the solutions delivered. Recognized for the ability to deliver impactful results while leading in fast-paced, dynamic technical business environments.

AREAS OF EXPERTISE

- Project Management
- Revenue Attainment
- Vendor Management
- Strategy & Execution
- Service Design & Delivery
- Customer Lifecycle Management
- Budget Planning & Management
- Strategic Partnerships & Alliances
- Organizational Development
- Managed Services
- Data Mining, and Analytics
- Product Development

PROFESSIONAL EXPERIENCE

SERVICES EXECUTIVE

2015 - 2018

General Datatech, Dallas, TX

- Worked in collaboration with the sales organization to correctly identify services opportunities and with the client to both plan and design services and solutions.
- Instituted financial management best practices and metrics to drive growth in profitability.
- Provided leadership to a vertical services team to deliver exceptional customer experiences and increase overall satisfaction.
- Delivered diversified support for a portfolio of service including EF&I, Common Systems Builds, Engineering, Structured Cabling, Wireless, Retail Technology and Customer Software solutions.
- Developed and maintained strong relationships with service partners to fully support new business growth.
- Key achievements while in the position included:
 - Strengthened a strategic key customer relationship that expanded services revenue by 300% to over \$20M annually in a 2-year period.

CONSULTANT - NETWORK OPTIMIZATION

2014

Lone Star Corporate Services, Fort Worth, TX

- Managed an access cost optimization project that migrated service to competitive network providers to gain \$1M in annual network cost savings.
- Held a direct interfacing role with Network Planning, Network Operations, Sales and strategic customers.

VICE PRESIDENT OF CUSTOMER OPERATIONS

2014

ANPI, LLC, Frisco, TX

- Led the implementation and ensured support of Hosted Unified Communications, SIP and IP services for direct, indirect and wholesale customers.
- Assembled and developed a new service delivery team under rapid growth conditions, providing leadership drove increases in both individual and team performance.
- Worked in collaboration with sales and marketing to successfully redefine and correctly gauge the customer experience.
- Architected and implemented a new workflow management system that fully supported and organized growing order volume.
- Partnered with IT to develop and implement a customer portal environment in support of key business growth initiatives.

Professional Experience Continued

- Managed all customer equipment staging and sourcing through a distribution partner.
- Established new vendor relationships and contracts that provided field services and customer service installation support.
- Provided comprehensive leadership for 32 service engineering specialists, customer-facing service coordinators and care specialists and oversaw 3 outsourced care and repair centers globally in the U.S. and in South America.
- Developed and implemented highly effective business processes for new products, quality initiatives and efficiencies and managed group performance.
- Key achievements while in the position included:
 - Successfully institutionalized key repair metrics for a \$80M legacy customer base, reducing mean time to repair from days to mere hours.

DIRECTOR OF GLOBAL SERVICE DELIVERY

2011 - 2014

Masergy Communications, Inc., Plano, TX

- Led the implementation of managed MPLS, VPLS, IP, Global Cloud Communications and Firewall Services to multi-national customers.
- Oversaw high touch customer facing project management and a customer onboarding team.
- Provisioned and delivered services through 130 carriers internationally in addition to coordinating professional services and building infrastructure construction within 68 countries.
- Developed back office automation in an Agile methodology environment that included order creation and flow through, customer touch point communication, internal and customer-facing order status reporting and revenue forecasting and tracking.
- Provided comprehensive leadership for 20 service provisioning specialist and customer-facing service implementation managers.
- Worked in collaboration with sales to develop customer solutions and to cultivate new relationships.
- Created and implemented business processes for new products, quality initiatives and back office efficiencies and managed group performance, developing and implementing key performance metrics and reporting tools.
- Key achievements while in the position included:
 - Drove monthly revenue targets that organically grew annual revenue by 43% from \$140M to \$200M in 3-years.
 - Played a key role in the 74% increase in the customer experience Net Promoter Score (NPS) from 35 to 61 in a 3-year period.

DIRECTOR/SENIOR MANAGER/MANAGER

2002 - 2011

XO Communication, Dallas, TX

- Delivered highly effective, complex telecommunication solutions including traditional TDM voice and data services in addition to VoIP, SONET, Wavelength, Ethernet, Internet and VPN services to wholesale and strategic customers.
- Provided leadership to 90+ service design engineers, provisioning specialist and customer-facing service activation technicians while partnering with sales to develop customer solutions and establish service level agreements (SLAs).
- Served as the primary interface to both engineering and field operations throughout the service delivery lifecycle.
- Continually established highly effective business processes for new products, quality initiatives and efficiencies and developed process automation to remove operational costs from the business.
- Managed outsourced business functions and vendors in addition to group performance, developing and implementing key performance metrics and reporting tools.
- Key achievements while in the position included:
 - Delivered monthly revenue targets that produced \$65M in annual incremental revenue.
 - Recipient of the "XO Examples" award.

PREVIOUS EMPLOYMENT: Manager/Program Manager - MCI WorldCom, Inc.

EDUCATION & CERTIFICATIONS

Bachelor of Science, Electrical Engineering - Purdue University, Hammond IN

Project Management Certificate Series - Collin College, Plano, TX

Certified Project Management Professional (PMP)

Certified Scrum Master (CSM)