

ERIC S. ROSS

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SENIOR OPERATIONS EXECUTIVE

Exceptional record of success in the management of corporate operations, technology departments, programs, and projects. Special expertise in government contracting, process building and optimization, directing application development and implementation, overseeing complex technology initiatives, blockchain technology, and directing facility security operations. Consistent history of delivering innovative solutions to meet evolving business needs. Highly adept at building and leading top-performing teams across multiple locations, managing internal and external relationships, and developing new business. Excellent technical and problem-solving skills.

Core Competencies:

Operations Management – IT Management – HR Management – Finance Management – Strategic Planning
Government/Regulatory Compliance – Budget Administration – Cost Control – Software Engineering
Agile/SCRUM Methodologies – SDLC Management – Blockchain Technology – Software Architecture

PROFESSIONAL EXPERIENCE

ESIMPLICITY, Bethesda, MD

2019 – Present

Director of Operations

I work closely with company leadership to create and optimize and run the corporate infrastructure needed to support ongoing rapid growth of this government contractor. Since joining, I have supported a 40% increase in team size and revenue and my expertise has been key to sustainable team expansion. I oversee finance, accounting, contracts, technology, facilities, compliance, and general operations. I also lead the business development pipeline, contribute to proposals, and have previously managed HR and cultural efforts.

- Led process implementation for and successfully passed CMMI ML3 (Dev) Appraisal from scratch.
- Ran quality process improvement efforts and successfully passed ISO 9001:2015 Audit from scratch.
- Implemented and managed Unanet ERP system for government contractors including cost pool design and budgeting for DCAA compliance and indirect rate projections for proposals.
- Managed migrations and enhancement of processes for HR, payroll, benefits, and 401k providers.
- Researched, identified, negotiated, and leased multiple new office spaces, resulting in substantial savings, consolidation, and new opportunities through the HUBZone program.
- Designed and improved Business Development pipeline process through research and tool utilization.
- Administered with submission and modifications of GSA Schedule, 8(a), WOSB, and HUBZone applications and corresponding compliance and renewal processes.
- Set up and administered Office 365, including SharePoint, and migrated company from Google Drive with a consistent plan and policy for use.
- Served as Project Manager for company's only commercial customer, successfully implementing Splunk for a national health care provider and reducing costs for the customer.

LOCI, McLean, VA

2017 – 2019

Chief Operations Officer

Oversaw all aspects of the day-to-day business operations of a rapidly growing technology company. I was responsible for working with my leadership team across the business to implement the vision of our CEO. I worked hard to drive high quality, consistent productivity, and successful strategies to help meet our goals.

- Worked closely with the CEO to make and successfully implement decisions about corporate strategy, staffing, product features, and overall direction.
- Supervised, equipped, and coordinated the Technology, Operations, Marketing, Finance, HR, Legal, Communications and Business Development teams for effectiveness, accomplishing expectations, and improving KPIs to drive growth and strategy.

- Contributed a realistic and technologically minded viewpoint to compliment and focus the entrepreneurial drive of the CEO for more efficient and directed efforts of the company's resources.
- Provided consistent communication with the Board of Directors, Advisory Board and Shareholders to inform and consult them on corporate matters and decisions.
- Led the creation of employment policies including employee handbook, PTO, benefits, and reviews.
- Managed office relocation and staff expansion process including locating and leasing new space and hiring 12 staff members in a 3-month period.

NATIONAL RESTAURANT ASSOCIATION, Washington, DC

2014 – 2017

Director of Application Development

Oversaw the design, development, implementation, maintenance, and improvement of software for internal use and external sale by this \$100M trade association. Supervised up to 13 staff and consultants in multiple locations. Responsible for an \$80M training platform (ServSafe) used throughout the restaurant industry and business software that includes dues and financial tools. Prepared work estimates, developed policies and procedures, and directed project management activities. Worked closely with analysts and QA teams.

- Enabled \$1.5M in annual savings by delivering a market-leading electronic certificate system.
- Managed the complete rebuild of the eCommerce system to ensure greater security and PCI compliance. Project included a full system architecture redesign in a microservice pattern.
- Formulated a 3-year, \$5M plan to update the ServSafe application and led the first 2 phases to date.
- Streamlined the production support process to reduce help ticket turnaround times.
- Played a major role in the build out and technology implementation for the Washington, DC office.
- Earned a Performance Award in 2015 and recognized for consistently exceeding expectations.

TIGER TEAM CONSULTING, Fairfax, VA

2008 – 2015

Practice Area Manager/Technical Consultant/FSO

Planned and managed a variety of technical projects and served in several roles for this \$10M technical consulting company. Managed facility security program and served as primary point of contact to the government regarding Secret and Top-Secret security compliance. Oversaw the Association and Nonprofit IT Services practice, managing accounts and business development. Performed high-level programming.

- Directed all facility and technology activities during the upgrade from a Secret to a Top-Secret facility.
- Acquired several new accounts and produced more than \$550,000 in new business.
- Led a practice focused on iMIS development, integration, and website development for the NFP space.
- Developed a large-scale, Top Secret-cleared application for the FBI, utilizing Agile methodology.
- Took over and turned around the development of a business process modeling system for AARP.
- Provided developer services for a major government procurement system from ASP to ASP.Net.
- Managed the development of an internal applicant management and tracking system.

PRISON FELLOWSHIP MINISTRIES, Lansdowne, VA

2004 – 2008

Programmer/Analyst & Project Lead

Oversaw the IT Maintenance Department and directed all software design and implementation work. Supervised 2 junior programmers.

EDUCATION

BS in Applied Physics for Computers, Grove City College, Grove City, PA

CERTIFICATIONS & TRAINING

Certifications: Oracle Certified Java Programmer

Training: C# Programming, SQL Server Administration, Building XML Web Services with .Net, SQL Server Reporting Services, Crystal Reports

TECHNICAL SKILLS

Software & Databases: MS Office 365 and Apps, SharePoint, SQL Server, MS Visual Studio, MS TFS, iMIS Association Management System, Salesforce.com, SQL Reporting Services, Crystal Reports, VMWare, Oracle 11g, MySQL, DotNetNuke, PayflowPro, NAnt, NUnit, Subversion, IBM Teamworks BPM, InfiniteGraph NoSQL, Eclipse, Acrobat, Flash, Photoshop, SQL Developer, SQL Management Studio, Joomla, WordPress, Kentico, Apache Tomcat, IIS

Development Tools: C#, VB.Net, ASP.Net, MVC, XML, Web Services, Transact SQL, PL/SQL, Java, Javascript, JSP, jQuery, C++, Cold Fusion, ASP, Spring, Spring.Net MVC, Toad, VHDL, Hibernate

Platforms: Windows, OSX, Linux

LANGUAGES

Conversational Spanish