

Rob Guthrie

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SUMMARY

Military veteran with 20+ years of progressive leadership experience and accomplishments focusing on solving business problems, consultative selling, program/project management, account / relationship management, and delivery of solutions for mid-to-large engagements. Innovative leader and collaborative change agent with a track record of planning and executing tactical and strategic projects, while driving results for challenging, large-scale projects.

SKILLS & EXPERTISE

Business Development • Relationship Management • Delivery Execution • Operational Efficiency Management • Portfolio / Program / Project Management • Contractual Management • Process Optimization • Large scale P&L Management • Global & Cross-Functional Delivery • Agile Processes • IT and Business Transformation

ACCOMPLISHMENTS

Recent career accomplishments:

- Driving transformation from IT metrics (KPI & SLA) to focus on business metrics (BLA)
- Developing a sales strategy and leading a consultative / solution sales team with defined quotas to increase net new and expansion revenue between 10% and 15% year over year.
- Partnering with Strategic Growth Organization, Alliance Partners, and Sales / Specialization Support organizations to highlight organizational business value and drive new business development and GTM strategies resulting in key sales wins in new client Business Units.
- Leading a Financial Operations team to drive process improvement and operational efficiencies resulting in 3.25% margin optimization.
- Negotiated contracts and ensured contractual and organizational compliance resulting in reduction in escalations, improvement in SLAs, and increased revenue through scope / innovation monetization.
- Account governance transformation through disciplined process management (strong project management methodologies, pipeline reviews, forecast adherence, etc.) resulting in achieving best-in-class recognition (won C2020 account award in 2018).
- Building and leading large delivery teams (~2,100 associates) to support Fortune 50 clients with a focus on customer experience, strong program management methodologies, and developing a metrics-based high-performance culture resulting in winning Platinum Partner award in 2017.
- Developed and implemented a transformation strategy to migrate legacy networks and customers to Metro-Ethernet networks while collaborating with cross-functional business units to ensure buy-in on the business case, financial modeling, and budget to ensure the success of the engagement. The engagement strategy resulted in an estimated cost savings of \$150M and the implementation of the strategy resulted in an increased MRC of 40% for end customers that migrated to Metro-Ethernet.
- Led through influence in a highly matrixed organization to drive large scale IT transformation solutions for customers in the Communications, Media, and Technology industries resulting in operational cost reduction of 25% to 40%.
- Transformed underperforming programs and molded high-performance culture and teams to successfully deliver large scale transformation programs for Business and IT stakeholders.
- Consistently exceeded measurable parameters for customer satisfaction and ROI.

EXPERIENCE

Virtusa | Raleigh, NC

VP – Client Services

June 2021 – Present

Focus on business development, relationship management, delivery, and operational efficiency to support Fortune 50 clients in the Communications, Media, and Technology industries.

Wipro | Raleigh, NC

Client Partner

January 2021 – June 2021

Core focus areas on business development, relationship management, delivery, and operational efficiency to support Fortune 500 clients in the Technology industry. Key focus area on organizational and operational transformation initiatives such as application rationalization, cloud adoption, robotic process automation, and shift from IT metrics (KPI & SLA) to business metrics (BLA).

LTI | Plano, TX

Client Partner

March 2020 – January 2021

Focus on business development to sign new clients in the Communications and Media industries.

Cognizant Technology Solutions | Plano, TX

Client Partner

December 2010 – September 2019

Focus on business development, relationship management, delivery, and operational efficiency to support Fortune 50 clients in the Communications, Media, and Technology industries.

Amdocs Consulting | Richardson, TX

Consulting Manager

September 2008 – December 2010

Consultant for multiple mid-to-large-scale Consulting and IT engagements, focusing on the telecommunications industry.

Cognizant Technology Solutions | Plano, TX

Manager – Consulting

March 2005 – September 2008

Account Manager for multiple mid-to-large-scale Consulting and IT engagements, focusing on the telecommunications industry.

Comcast | Moorestown, NJ

Senior MetaSolv Configuration Engineer

June 2002 – March 2005

Application manager for the MetaSolv application. Responsible for all technical upgrades (database, WebLogic, and application) as well as configuration of the application. Responsible for product development to meet the requirements of the Network Engineering team to support network and circuit inventory.

EDUCATION

University of Phoenix: MBA, Technology Management

NC State University: BA, Political Science

Certifications: Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO), Project Management Professional (PMP), SAFe Practitioner, Salesforce Administrator, Salesforce Certified Platform Developer I, Salesforce Certified Platform App Builder