

EMERY S. JORDAN, MBA, PMP

614.636.7993 • emery@emeryjordan.com • www.linkedin.com/in/emeryjordan

EXECUTIVE SUMMARY

Award-winning leader who achieves results by building strong partnerships and diagnosing and resolving problems through inventing, constructing, selling, implementing and managing business and IT/solutions. Brings more than 20 years experience leading teams, and developing, presenting, implementing and managing business and/or IT solutions ranging from \$10k to \$4M across several industries including government/education, research, hospitality, healthcare, manufacturing, promotional marketing, retail, financial services, logistics, manufacturing, distribution, and IT services.

Key Accomplishments/Highlights

- **Used understanding of Office 365 and Azure implementation needs and project/program management processes to rescue and grow customer troubled deployment of Office 365 in a 6 month time frame.** Customer testimonial – *“Without Emery and Premier Support, we would not have been able to meet our 6 month deployment goals. His help was invaluable.”*
- Aided customers in planning, development, implementation, project/program management and usage of cloud technologies to **drive business strategy and reduce overall IT costs through utilization of adoption, change management (Prosci), and outcome based planning and project management strategies.**
- **Increased total customer spend more than 300% and improved customer interaction and satisfaction through development and cultivation of new revenue opportunities** derived from project/program management, relationship management, solution and consultative selling within account and assessment of business and IT strategy needs.
- **Used solution selling and project management to position, close, and implement Digital Architecture and Governance engagements to help reduce knowledge gaps and political barriers to customer program/project management, cloud deployment, and adoption.** Customer testimonial – *“These engagements have opened lines of communication and helped us develop a greater understanding of the cloud and how can use it to transform.”*
- **Saved company more than \$750,000, improved internal communication, and 6 months of decision time** by applying SME feedback, focus groups, interviews, and job shadowing to architect, diagram, and document the future state business process flows and create functional and software requirements documentation for ERP selection, implementation and integration with Salesforce and Pardot Marketing Automation software in Microsoft Project, Microsoft Visio, and Axiom.
- **Created 5 year technology roadmap**, including vendor selections, implementation timelines, and cost structure, by applying SME feedback, data analysis, and vendor research to guide all executive financial decision making for technology.
- **Improved project communication between internal and external stakeholders and improved reduced project implementation time** by applying knowledge of Microsoft Project, Visio, and business process improvement to manage multiple implementations (4-5 projects in parallel) and several small and medium scale projects (30-40 projects in parallel) including new custom software enhancements and defect corrections.
- **Use business process improvement, project management, and systems analysis knowledge to understand customer’s current ERP system usage and business processes**, to determine business requirements and project plan for implementation of software, saving average customer 25% on shipping and transportation costs.

PROFESSIONAL WORK EXPERIENCE

Microsoft

2013-Present

Technical Account Manager(TAM)/Solution Architect/Project Manager

Provide guidance around operations, project management, change management, cybersecurity, and optimization of their IT and business investments through quality Service Delivery Management. Responsible for the deployment planning, implementation, usage, security, and consumption of all Enterprise-level cloud investments, including Azure, Dynamics CRM Online, and Office 365. Responsible for positioning, growth, and renewal of approximately \$2 million of Premier Support and Consulting customer contracts.

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2013

Project Manager/Systems Architect/Program Manager

Engineer and lead the selection and deployment of company business systems, including Ecommerce, CRM (SalesForce.com), Marketing Automation Software, Telephonic Integration, and ERP systems. Serve as primary knowledge owner for all ongoing and future enhancements, upgrades, and user training. Directly responsible for creating, aligning and executing the company’s IT strategies and tactics to support the achievement of all business objectives. Lead the research, evaluation, selection, implementation, administration and management of all software technology vendors.

- BestTransport** **2012-2013**
Implementation Manager/Project Manager/Solution Architect/Account Manager
Manage the execution of all project management processes for the implementation, enhancement, and/or defect correction of cloud based logistics software as a service (SaaS), including integration with various EPS systems, including Oracle, SAP, Primos, Tandem, Axiom and Ross, in agile development environment. Led Pre-Sales field meetings.
- Target Distribution, West Jefferson, OH** **2012**
Group Leader
Supervised a staff of 21 associates responsible for the receipt of freight in a 1.2 million sq. ft. distribution center.
- Macy's, Carbondale, IL** **2011-2012**
Sales Executive Manager
Supervised a staff of 40 associates driving sales for \$6M of women's shoes and apparel.
- Southern Illinois University, Carbondale, IL** **2010-2011**
Assistant Director of Residence Life/Project Manager
Directed for staff of 50 employees responsible for managing two 800 person residential facilities.
- Indiana University, Bloomington, IN** **2007-2010**
Residence Manager/Project Manager
Directed staff of 28 employees responsible for managing a 1100 person residential facility with budgets totaling approximately \$4.4M.
- Southern Illinois University Edwardsville, Edwardsville, IL** **2004-2007**
Hall Director/Project Manager
Directed staff of 15 employees responsible for managing a 500 person residential facility.
- Olivet College, Olivet, MI** **2003-2004**
Hall Director/Project Manager
Supervised a staff of 8 employees in the overall management of a residential facility housing approximately 330 students.

PROFESSIONAL AND COMMUNITY ACTIVITIES

- **Awards**
 - o Microsoft Services University Peer Leadership Award, 2014
 - o Microsoft Services Impact All Star, 2015
 - o Microsoft Services Knowledge Management Award, 2015
 - o Microsoft Services Top Instructor – TAM 101, 2015 & TAM Academy, 2016
 - o Macy's St. Louis District Top Department Sales Improvement, 2011
- **Certifications**
 - o Project Management Professional (PMP)
 - o ITIL v3 Foundations
 - o Lean Six Sigma Yellow Belt
- **Community Activities**
 - o Creator, Columbus Microsoft Minority Student Day
 - o Board of Directors, Cypress Christian School
 - o Youth Basketball Coach, Upward Sports

EDUCATION

Masters of Business Administration, Management, Indiana University, Bloomington, IN, 2012
Masters of Arts, Higher Education Administration, Ball State University, Muncie, IN, 2003
Bachelor of Science with Honors, Computer Science, Illinois Institute of Technology, Chicago, IL, 2002