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Don DeBold

Objective

Seeking a challenging position in Information Technology or Technical Marketing where I can apply my technical and management skills to enable the business to grow rapidly and delight customers.

Key Strengths

- Strong technical skills and the ability to learn new technologies quickly
- Excellent ability to analyze a complex situation and quickly differentiate key issues from secondary issues
- Creative in the use of technology and processes to solve problems in the most straightforward and cost effective way
- Excellent understanding of the operational requirements to effectively run a complex e-commerce or web application
- Excellent crisis management skills
- Strong understanding of the software lifecycle and how to achieve the optimal balance between time to market, overall software quality and features.
- Broad experience in software development, operations management, marketing and support
- Significant experience in engaging and managing offshore vendors to achieve world class cost structures in the area of application support
- Strong understanding of using metrics to help enable business results
- Strong customer focus

Experience

2009- Present Hewlett-Packard Palo Alto, CA
HP Enterprise Services Incident and Infrastructure Operations Manager for a major health care account

Responsibilities include”

- Primary contact with customer for day to day service management issues
- Primary incident and escalation manager for client issues
- Change management planning and execution
- Oversee offshore resources assigned to the account
- Problem management

2008-2009 Hewlett-Packard Palo Alto, CA
HP Enterprise Services Operational Excellence Lead for a major Messaging/Email account

- Responsible for managing team delivering the ITIL functions: incident, escalation, problem, change and configuration management
- Created an effective escalation management process
- Significantly reduced the number of service calls and incidents
- Established a good working relationship with key Comcast managers
- Acted as duty manager, managing escalations

- Backed up the ADM and Operations managers when they were unavailable

2007 (Oct-Dec) Hewlett-Packard Palo Alto, CA

HP Services Americas UNIX delivery manager

- Responsible for managing 18 resources delivering UNIX technology services to General Motors, a major HP account
- Assisted in pricing change orders, resolving and escalating issues
- Worked on establishing improved processes for tracking team deliverables
- (short time in position due to reorganization that eliminated the role)

2004 – 2007 Hewlett-Packard Palo Alto, CA

IPG IT SMO Operations Bridge Manager

- Responsible for service desk function, and incident and problem management, and escalation management for several hundred internal and customer facing applications
- Managed a diverse, distributed team consisting of HP full time employees as well as external contingent workers
- Managed large offshore vendor supplying support services
- Developed processes consistent with ITIL practices

2003 – 2004 Hewlett-Packard Palo Alto, CA

IPG IT DM&I Production Engineering / Deployment Readiness Manager

- Responsible for worldwide application support for Customer Platform and IPG e-services managed by the IPG Deployment Management and Innovation group
- Responsible for deployment readiness testing services (Load testing, performance testing, reliability testing) for Customer Platform applications and IPG e-services managed by DM&I
- Managed a diverse, distributed team consisting of HP full time employees as well as external contingent workers
- Managed large offshore vendor contract for support and deployment readiness services
- Helped drive significant cost savings by working in conjunction with the IPG sourcing team to negotiate significant rate savings with external vendor. Achieved additional savings by optimization of the support services model.
- Helped drive the complex integration of the customer platform application support and QA teams with the IPG DM&I application support and deployment readiness teams.

2003 Hewlett Packard Cupertino, CA

IPG IT Worldwide CRM IT Operations Section Manager

- Responsible for worldwide operations for HP CRM and Customer Support sites, including production, test and development environments
- Managed large team responsible for daily operations, infrastructure procurement, security and business continuity, metrics, system monitoring, and database support.
- Managed large offshore vendor contract for application support, QA and

CPE

- Drove the establishment of a well defined security and business continuity roadmap
- Drove significant improvements in the QA and code release processes.
- Led a global task force to identify opportunities to achieve world class cost structures within the CRM/Support space.

2002-2003

hpshopping.com

Sunnyvale, CA

Director of Engineering

- Responsible for software architecture and engineering for award winning hpshopping.com consumer website.
- Managed hpshopping engineering organization of approximately 25 individuals
- Drove several improvements in internal software development and release processes
- Led technical evaluation of BroadVision as a candidate for next generation e-commerce platform
- Worked with HP World Wide Operations to define requirements for the next generation payment web service.
- Led the hpshopping platform and architecture teams.
- Worked with third party vendors on outsourced development projects.

2001-2002

hpshopping.com

Sunnyvale, CA

Acting Chief Technology Officer

- Managed hpshopping technology department (approximately 50 employees) during the HP/Compaq clean-room period. This was a challenging time for hpshopping since the previous management team had moved on to other roles, and there was a lot of uncertainty about the future of hpshopping.
- Restored confidence and high morale to a department that was losing focus.
- Sponsored and drove re-hosting of hpshopping e-commerce site from the external ISP USInternetworking (USi) to IntriaHP This was a rapid implementation in response to the deteriorating financial condition of USi
- Negotiated the SOW and contract with IntriaHP and HP MSDD.

1999 - 2001

hpshopping.com

Santa Clara, CA

Director of Operations

- Responsible for the technical operations, infrastructure and service desk functions for hpshopping.com
- Managed internal and external vendors (ISPs) including USInternetworking, IHP and HP MSDD.
- Led the process to create comprehensive Statements of Work and contracts with vendors to assure operational excellence and high uptime and availability
- Built a strong team that brought hpshopping from operational startup mode to operational excellence. Sponsored the service desk, security, and system monitoring programs.
- Established a strong security program for hpshopping.
- Established hpshopping fraud management program

- Championed customer privacy issues within the technology group.
- Drove hpshopping to make its website the first within HP to be compliant with P3P (Platform for Privacy Preferences).
- Led the complex project to rapidly rehost hpshopping from HP WES to USInternetworking in 8 weeks. Responsible for project plan, design, technical implementation and statement of work.
- Contributed many of the ideas and concepts behind the new hpshopping state of the art infrastructure. Hpshopping's new infrastructure featured high availability, scalability, flexibility and efficient use of available resources.

1997-1999

Hewlett-Packard

Cupertino, CA

Project Lead

- Responsible for managing the Vectra, Brio and Pavilion websites
- Managed contractors and external vendors
- Delivered several major projects, including:
 - A content management system for the HP Mobile Computing Division
 - Development of HP's first PC configurator for HP Vectra and Kayak PCs.
 - Development of HP's first reseller locator
- Led development of HP's first consumer oriented e-commerce site – HP Shopping Village.

1995-1997

Hewlett-Packard

Palo Alto, CA

Webmaster

- Key member of team that defined, developed and introduced the Analytical Product Group's first web site
- Coordinated releases for the APG website
- Worked with internal and external groups to develop content for the APG website
- Championed the use of web within the APG group as a tool for both marketing and support of APG products
- Key member of the team that introduced Hewlett-Packard's first primitive ecommerce site – the APG Consumables and Supplies online catalog.

1991-1995

Hewlett-Packard

Palo Alto, CA

Manufacturing/Market Development Engineer

- Provided current product engineering for the Analytical Products Group (APG) data systems including evaluating and testing new hardware and software.
- Maintained the APG data systems portion of the corporate price list
- Coordinated with and communicate to other groups within HP the needs and requirements of the Analytical Products Group's Data Systems
- Assisted in defining future data system platforms for the group, and work with other team members to implement them
- Provided product support for APG data systems to sales and service personnel
- Developed sales support literature
- Introduced CD-ROM as a mechanism for distributing APG software products to Customers, and as a means to distribute electronic documentation and

software to field service personnel

- Served as product manager for APG's first multimedia CD-ROM product

1986-1991 Hewlett-Packard Palo Alto, CA

Product Marketing Engineer/Application Chemist

- Designed, coded and managed development of several software products in the UV-Visible spectroscopy product line
- Provided software, hardware and applications telephone support to sales and service personnel
- Published several application notes in support of the UV-Visible spectroscopy product line
- Trained sales people in the theory and operation of UV-Visible products
- Presented papers at analytical chemistry conferences

1981 -1986 University of San Francisco San Francisco, CA

Instrumentation Technician/Lab Manager

- Carried out maintenance and repair of all instruments in the departments of biology and chemistry. Coordinated repairs with outside agencies when required.
- Maintained inventory of equipment and purchased equipment and supplies
- Provided instruction to faculty and students on operation of analytical instruments
- Managed the Chemistry Department stockroom and the NMR lab.
- Supervised student workers

Education

1984-1986 University of San Francisco San Francisco, CA

Master of Business Administration

- Course work included finance, marketing and operations management

1980-1981 UC Davis Davis, CA

Non-degree graduate studies in biochemistry

- Concentrated in the use of spectroscopic methods to study the regulation of chlorophyll production in plants.

1976-1980 University of San Francisco San Francisco, CA

B.S. Biology

- Concentration in cell and molecular biology
- Graduated Summa Cum Laude
- Skilled in the use of Microsoft Office, especially Excel
- Strong background in ITII/ITSM

Other Skills

Interests

Amateur Radio (KE6FAS), Digital Nature Photography (<http://donsphotosite.com>), Digital still and video editing, Hiking, Bike Riding, Target Shooting, Experimenting with Web 2.0 technologies, RC Helicopters