

EDWARD M. GUSTINE
San Diego, CA
(760) 749-9620
ed.gustine@yahoo.com

SUMMARY

Senior management professional with progressive growth and extensive experience in operations, customer service, Professional Services and field maintenance. Results-oriented leader with a proven track record of success managing all aspects of customer support. Significant expertise in Implementation services of both hardware and software. Extensive experience in the following:

- Customer Relations
- Team Building and mentoring
- Service Delivery
- P&L Goal Attainment
- Developing Budgets
- Sales Support

PROFESSIONAL EXPERIENCE

Kronos, Inc

2000– 2009

Manufacturer and developer of Time and Attendance, HR and Payroll software.

Director, Client Support Services

Reporting to the Vice President Support Services, my responsibilities included intervening in difficult client situations and working across all functional company departments to solve their issues. Worked with sales to ensure proper expectations were set during client negotiations if needed. Interfaced with Professional Services, Client Support and Engineering to meet or exceed client expectations.

West Area Service Director

Managed the implementation of software and hardware products in the Western US including Alaska and Hawaii. Direct the activities of 30 Professional Service delivery personnel, two Trainers and 5 maintenance representatives. Responsible for a \$15 million revenue budget.

- Increased billable utilization from 45% to 75% thereby increased revenues by 20%
- Developed programs, which increased customer loyalty rating to 4.5 on a scale of 5.0
- Developed metrics to measure team's performance to budget and goals.
- Increased Employee job satisfaction to 4.2 on a scale of 5 by mentoring and managing to known expectations and goals.
- Created a report to monitor change requests to increase revenues and submit to Engineering for product improvement.
- Implemented a Functional Specification document which became the road map of the Implementation to help stay on budget and timelines.
- Implemented and monitored best practices to lower service cost and increase client satisfaction.
- Developed cross functional teams to address issues beyond the implementation teams capabilities.

ANACOMP, INC. – Poway, CA

1984 – 2000

Manufacturer/sales/maintenance of computer output microfilm recorders and digital imaging capital equipment. Third party service provider for multi vendors including high speed laser printers, tape libraries and optical storage devices.

Director, Business Operations

1997 - 2000

Directed cost controls and revenue generation projects to meet or exceed financial goals. Resolved customer issues with service delivery, OEM's, authorized service providers, engineering, order administration, and accounts receivable. Supported equipment and service sellers with pricing, contract

negotiations, and customer presentations. Interfaced with logistics to ensure adequate warehousing and location of required spare parts to maximize customer up time.

- Won and implemented approximately \$3 million in annual OEM service contracts enabling the company to enter the multi-vendor services business.
- Increased Canadian business unit profitability from 5% to 22% on revenues of \$5 million, while improving customer satisfaction from 5 to 8 on a 10 point scale.
- Created and implemented an operational plan increasing the UK business unit margin from 10% to 35% on revenues of \$10 million.
- Consolidated the support units, which improved customer problem resolution time and decreased costs by \$100,000 annually.

Director, Service Delivery

1993 – 1997

Directed 5 Regional Managers and ultimately 400 service professionals in the maintenance and customer service activities at over 5,000 customer locations in five regions nationwide.

- Increased national customer satisfaction results to 9.3 on a 10 point scale by developing pro-active customer action plans.
- Reorganized field management, increasing profits by 15% (\$4 million).
- Directed a spare parts distribution project decreasing shipping charges 20% and increasing local availability rates by 15%.

Region Manager

1988 – 1993

Responsible for District Service Managers and P&L performance of five district offices. Spearheaded the formation of a Midwest region covering ten states, which brought senior level management closer and expedited response to customer needs.

District Service Manager

1984 – 1988

Directed the activities of 20 service engineers within the San Diego District. Reported to Region Manager.

EMPLOYMENT PRIOR TO 1984

MARTIN MEDICAL INC. – San Diego, CA

Technical Manager

PFIZER MEDICAL SYSTEMS, INC.

Service Engineer

DATAGRAPHIX, INC.

Service Engineer

EDUCATION

Bachelor Degree, Business Administration

Post Graduate classes in Finance

State University of New York at Buffalo and National University, Vista, CA