**James W. (Jim) Ahern**

15107 N. Ivory Drive, Unit B Mobile Phone: 314-703-2339

Fountain Hills, AZ 85268 jim.ahern@hotmail.com

***Executive Profile:***

*A results oriented, experienced Executive, with a broad range of managerial, technical, and organizational development skills. A proven leader in complex, demanding, and challenging environments. Outstanding communication skills, with a strong project, planning, programs, and global leadership background. A dependable, skilled, and client focused businessman, who operates with the highest degree of professionalism.*

***Career History:***

*1/19 – Present –* ***Educator/Consultant***

*Presently serving as an associate faculty member for the William P. Carey School of Business at ASU, teaching the “Strategic Management” capstone class. I also serve as an adjunct faculty member with the Maricopa County College System teaching in the business department curriculum. My current instructional assignment at MCCS is the “Foundations of Marketing” class.*

*Additionally, I work with several consulting firms. Projects and engagements have included leadership/participation in Focus Groups, product strategy and positioning guidance, organizational development assistance, and providing analysis/opinions on issues of management, leadership, and general business principles. I have also served as a subject matter expert by hosting and participating in conference calls, meetings and other forums sponsored by these firms. In addition, I’ve provided expertise and advice on a wide range of business plans, strategies, and leadership principles.*

*9/10 – 11/18 –* ***Electronics for Imaging (EFI Inc.)***

***Sr. Director – Global Order to Cash & Global Sales Operations***

***Director – Global Customer Care***

*EFI is an industry leading print management, software and commercial imaging corporation. Primary responsibilities in my final role with EFI included the global leadership and development of all phases of marketing & sales analytics, customer care, and client lifecycle management. This worldwide responsibility included contract administration, all client order entry and fulfillment functions, sales workflow coordination, credit/collections activity and the direct management of all related personnel. EFI’s go to market strategy is diverse and robust, including direct clients, distributors, OEMs, and a range of dealers around the globe. The role also included SOX compliance assurance for all customer transactions and revenue recognition activities, as well as the program development and enhancements for the SAP, Salesforce.com, and Agile systems environments that supported these activities. Extensive global coordination and teamwork with a diverse group of key Executives, production personnel, and client points of contact across multiple business units was a primary tenet of my success in this critical role.*

*11/86 – 12/08 -* ***VerizonBusiness/MCI***

*Titles Held:*

***- Executive Director/Director***

***- General Manager***

***- Director of Technical Services***

*Responsibilities and organizational alignment were diverse and dynamic during my 22 year tenure with VZB/MCI. Foremost areas of leadership experience included tech support, global services operations, strategic management, and business unit mgmt.*

***Selected VerizonBusiness/MCI Professional Experience***

*- I led the post acquisition integration activities following Verizon’s purchase of Cybertrust, a network and internet security services firm whose primary market strength and presence was international in scope. This responsibility included the management of all transitional activities, including rationalization of product sets, organizational development, technologies strategies, and market reconciliation between the two entities.*

*- Staffed, developed, and led the team of Global Account Managers, Technical Consultants, and Service representatives involved in supporting and assisting clients around the world. This Enterprise Organization was responsible for all pre and post sale technical support activities associated with a rapidly growing $3Billion plus business unit. This team was responsible for all client lifecycle services and planning.*

*- Served as General Manager of MCI’s nationwide Telecommunications Relay Service (TRS) business unit. This position held full P&L level responsibility for all aspects of the development, negotiation, contract fulfillment, marketing, staffing, and ongoing operation of the TRS service unit. The call centers associated with this unique government mandated service were located in major metro locations throughout the U.S. This position involved the management and contract oversight of 5 subcontractor firms nationally, who provided in excess of 600 call assistants.*

*2/85 – 11/86 –* ***Americom Management Corporation***

***- Sr. Consultant/Partner***

*I led a team of 4 consultants in the development of a comprehensive business plan to establish an independent, unregulated affiliate service division for the client.*

*5/83 – 2/85 –* ***LDX/Lexitel Corporation***

***- Director of Operations***

*- Managed all customer service, administrative, and service operations for LDX/Lexitel.*

*2/79 – 4/83 –* ***Siteman Group***

***- Operations Manager/Internal Auditor***

*- Held operations management and audit responsibility for a company division.*

*9/77-2/79 –* ***R1 School District***

***- Itinerant Teacher***

***Educational background:***

***-*** *BA (Liberal Arts) - Northeast Missouri State University 1977*

*- MA (Business Management & Marketing) -Webster University 1990*