Michael P. Guggemos michael.guggemos@asu.edu

## Chandler AZ, 85226 1.480.703.0866 mikegugg@outlook.com

**PROFILE:** Demonstrated success in developing and leading both large global cross-functional teams as well as focused venture investments. Deep experience in defining and implementing multi-year business and technology architectures in addition to purpose built rapid technology development evolution/reaction teams. Proven record of inter-organizational collaboration, influence management, and operational efficiency improvement; revenue and margin up, costs and turnover down.

* Multifaceted in experience and skills with a solid background in project management, organizational development, and creative problem solving
* Strength in assessing client needs with strong interpersonal, presentation, and facilitation skills
* Proven success leading financial and organizational transformations through cycles of growth and decline while proactively adjusting operations
* Documented history of shifting cost center assets to revenue generating
* Comfortable with entrepreneurial ambiguity as well as F500 structure
* Experienced across multiple disciplines and industries
* Client focused with inherent bias for action

**BUSINESS EXPERIENCE:**

**AZ Crown (azcrown.com) 2019 to Present**

AZ Crown is a broad private equity investment portfolio spanning artificial intelligence, education, publishing, medical devices, and entertainment. AZ Crown is deeply connected throughout the investment community driving early-stage technology startup’s as well as established entertainment brands such as LightBox Productions (e.g., Teenage Mutant Ninja Turtles).

 **Portfolio Advisor and CXO**

Work across portfolio as CEO, CTO, CIO, COO and advisor as situation dictates. Presently serve as Chief Executive Officer for the New Zealand based Marketing Technology SaaS company, Black Pearl Mail (Blackpearlmail.com). Specialty is digital transformation including business strategy refinement, creating purpose-built architectures, aligning operational, technical, and human resource underpinnings for scalability.

**Insight Enterprises Inc. (NSIT) 2010 to 2019**

Insight Enterprises, Inc. is a F500 providing information technology (IT) hardware, software, and services solutions in the United States, Canada, Europe, the Middle East, Africa, and the Asia-Pacific.

 **Chief Information Officer**

Led global 270 person IT organization for $7B+ company; operations in 22 countries and sales across 180+ countries. Board accountable Section 16 officer, reporting to CEO, with cross-functional responsibilities including internal technical operations, client facing activities, Information Protection, ~$2B in revenue generating web operations; 40% time spent engaged with enterprise clients

* Revamped IT from back office to strategic client-facing services organization
* Consolidated multiple disparate enterprise resource planning (ERP) systems into common and leveraged platforms; transitioned multiple applications to cloud
* Implemented common core architecture; reduced costs, improved productivity, and reduced integration time from months to weeks
* Improved team satisfaction and reduced voluntary IT teammate turnover from >30% to ~7%
* Developed and launched hybrid technology model supporting cloud sales and scaled from 0 seats in 2010 to over 10M in 2018
* Realigned ~35% of technical resources to revenue generating roles; improved sales portfolio, reduced costs, improved internal and external facing services while reducing global staff > 60%

**Motorola Solutions Inc. (MSI)** **2008 to 2010**

Motorola Solutions, Inc. is a GF500 which creates and provides secure communication infrastructure, devices, software and services to government, public safety and first-responder agencies around the globe.

**Corporate Vice President, Information Technology**

Reported to Global Motorola (MOT) CIO and led business applications, infrastructure, engineering, end user support, and help desk for profitable $20+B independent MSI Inc. Responsibilities included architecture through operations as well as client facing.

* Removed $70M of budget in 12 months while maintaining critical operations across 43 countries and 200+ sites through recession by surgically eliminating services and functions
* Established technical partnership with product development and marketing; contributed directly to 40+% increase in wireless networking sales
* Improved transaction availability by >30% while reducing service costs by >27% by removing redundant workflows, outdated processes, replacing outdate skillsets and selective outsourcing
* Led through >40% global revenue loss and recession while simultaneously bifurcating Motorola (MOT) into two independently traded companies (MSI and MMI)

**Motorola Inc. (MOT) 1994 to 2008**

**Motorola, Inc.** was GF500 [multinational](https://en.m.wikipedia.org/wiki/Multinational_corporation) engineering and [telecommunications](https://en.m.wikipedia.org/wiki/Telecommunication) company operating in 67 countries. 2009-2010 it was divided into two independent public companies, [Motorola Mobility](https://en.m.wikipedia.org/wiki/Motorola_Mobility) (MMI) and [Motorola Solutions](https://en.m.wikipedia.org/wiki/Motorola_Solutions) (MSI).

**Corporate Vice President, Information Technology**

**Vice President of Global Business Infrastructure and Applications**

**Senior Director, Engineering Infrastructure and Business Applications**

Quickly promoted from Senior Director to Corporate Vice President with increasing responsibility for IT and engineering. As Corporate Vice President led internal IT and engineering support during rapid growth with revenues in excess of $40B. Responsibilities included global infrastructure, applications, architecture and enterprise operations through end user support. Managed >$1B budget, >2k internal staff, and significant outsourced/contracted operations around the globe.

* Negotiated internal consolidation of multiple regionally and product isolated engineering and IT support teams
* Established internal service level agreements variable by business unit along with consumption and quality cost model giving direct line of sight and control to business unit General Managers
* Consolidated 12 global help desks down to 1 and 176 global data centers to 11
* Contributed > $730M to earnings per share via improved operations over 5 years

**Director, Corporate Strategic Business Programs 1998 to 2002**

Responsible for creating program alignment between IT, engineering, and chief strategy office. Advised executive leadership team on viability of emerging enterprise platforms.

* Led global Merger, Acquisition (M&A) and Divestiture business technology team; successfully divested On Semiconductor (independent spin-off) and federal business (sale) to General Dynamics. Successfully integrated the $17B acquisition of General Instruments, Inc
* Globally consolidated 30+ standards teams, rationalized product portfolio, and reduced global expenditure by > $10M
* Jointly audited and renegotiated $400M of technical support and sales contracts saving more than $27M, and cancelling >$50M, while improving overall service
* Partnered with Microsoft, IBM, Dell, and Cisco to create Joint Development and Rapid Deployment Programs (JDP and RDP) for emerging technologies

**Manager, Human Resources, General Systems 1996 to 1998**

Managed a team of 12 with responsibility for professional education, development and training activities for 6,500 US based manufacturing and engineering employees. Responsible for variable organizational development/training staffing across 33 countries; 50% of time spent working outside the United States.

* Instituted competitive bidding process that reduced annual operating expenses by more than 30% while increasing critical engineering certifications by 20%

**Manufacturing Line Manager, Cellular Subscriber Division 1994 to 1996**

Supervision of direct and indirect production and technical staff in high volume surface mount technology (SMT) cellular electronics manufacturing environment; coordinated resources to achieve departmental and organizational goals for productivity, quality, cost per unit, and delivery.

* Jointly led Six Sigma effort that reduced analog cell phone manufacturing cycle time by 8%; increasing total 24-hour factory output by 600 units, decreasing failure rates by over 5% and saving an estimated $200K in build scrap costs
* Team recognized for shortest cycle time, lowest cost per unit, highest quality output, and lowest personnel turnover rate of 15 teams in operations area
* Certified instructor and facilitator; instructed Six Sigma, professional development, and skills development courses

**MILITARY:**

**United States ARMY 1984 to 1994**

Multiple components. Eight years SOT-A field operations asset dedicated to Special Forces Intelligence collection activities. Extensive international experience including work with foreign governments and multinational/multilingual organizations in support of national policy.

* Functionally fluent: English and Russian
* Security Clearance: Top Secret – Sensitive Compartmented Information (TS-SCI)

**EDUCATION:**

**MASTERS, PUBLIC ADMINISTRATION**

 The University of Oklahoma, School of Advanced Programs

 *Completed during military service, awarded post separation*

Norman, Oklahoma 1995

**BACHELOR OF ARTS, SOCIOLOGY**

The University of the State of New York, Albany

 *Completed during military service*

Regents. Albany, New York 1992

**COMMUNITY:** **Chairman of the Board and board member 2010-2019**

Arizona Technology Council

<http://www.aztechcouncil.org>

*\*Active in multiple venture capital communities around the globe*

*\*Other global and regional organizations to include gubernatorial*

*appointments representing US/Arizona/Mexico trade interests, AZ Chamber of Commerce, etc.*

**INDUSTRY: One to Watch Award, 2010**

CIO Magazine

\*Once in lifetime award

 **Premier 100, 2011**

 Named one of the top 100 leaders in business Information technology

Computerworld Magazine

 \*Once in lifetime award

 **Top 250**

Named one of the “Masters of Business Technology”

 InformationWeek Magazine

 **Published domestically and international**

 E.g., Forbes, Computerweekly.com, CIODive.com, WSJ, CIO.com, Innovationenterprise.com

 \*Sought out globally to present and comment on emerging technologies and business models