

John H. Johnson

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Education

Capella University, Minneapolis, MN

PhD Organization & Management

Concentration: Information Technology Management

Expected Graduation: December 2010 - All But Dissertation (ABD)

Dissertation: Measurable benefits of managing a virtual technology enterprise

Oklahoma State University, Stillwater, OK

MBA College of Business Administration

Concentration: Telecommunications Management

Oklahoma State University, Stillwater, OK

BS College of Business Administration

Major: Management Information Systems

Teaching and Training Experience

Richland College., Dallas, TX

August 2008 - Present

Adjunct Instructor, School of Business, Engineering & Technology

- Professor for Business Management , and Creative Problem Solving

PepsiCo, Inc., Dallas, TX

April 2004 - Present

Department Training Lead

- Manage department training schedule and course content
- Develop core training curriculum for contract negotiators and contract administrators
- Teach classes in project management, telecommunications, contract negotiations and transformational leadership

Lucent Technologies, Dallas, TX

March 2000 - September 2002

Program Director

- Developed and managed Business Consulting Boot Camp , which included an aggressive professional curriculum for technical consultants (average 25 students)
- Business Consulting Boot Camp courses included financial management, business operations, technology management, and business strategy
- Program grew from a regional pilot to a fully funded national program

Oklahoma State University, Stillwater, OK

May 1996 – March 1997

Adjunct Instructor

- Taught Introduction to Information Technology and Web Page Design Basics (60 students)
- Managed and developed course curriculum for high school summer camp students (100 students)

Relevant Work Experience

PepsiCo, Inc., Dallas, TX

April 2004 – Present

Business Intelligence, Analytics & Innovation

- Lead negotiator and relationship manager for business process outsourcing program that includes data center consolidation, application consolidation, and network managed services for 2,000+ locations in 200+ countries.
- Manage team of negotiators and financial analysts in Asia, Europe, Middle East, Africa, and Latin America.
- Recruit and hire talented individuals to assist with in-country negotiations and contract management.
- Accountable for leading the development, negotiation, and implementation of technology infrastructure purchasing agreements supporting the PepsiCo enterprise for domestic and international business divisions.
- Optimize ROI by ensuring ITIL governance framework is adhered to by maintaining a continual improvement program.
- Assess, implement, and manage the nature and scale of change for business proposals, mergers, and acquisitions.
- Support the development of technology and business platform strategies focused on delivering optimized value from services, software, and hardware vendors.
- Develop strategies and formal presentations that communicate strategic direction and influence management and other key decision-makers within PepsiCo.

- Thought leader and creator of Network Transformation Program resulting in implementing wireless LAN, MPLS WAN, QoS, and VoIP
- Thought leader for creating enterprise telecom services strategy
- Assist managing migration from Oracle to SAP including relative procurement processes.
- Drive process improvements to help deliver maximum benefit and budget savings. Help assimilate new improvements and minimize impact of change.
- Key Accountability Dimensions:
 - \$2B+ spend in international telecom and data center computing spend
 - 2,000+ vendor relationships to manage
 - 3,000 locations and 50 business units to manage
 - Legal environments of 200+ countries
 - Deliver \$50MM+ savings year-on-year

Independent Consultant, Dallas, TX

June 2003 – April 2004

- Provided business and management consulting services for Fortune 500 firms.
- Initiated and pursue sales leads to closing, including proposal development and presentation to senior management.
- Developed Technology Investment Optimization (TIO) methodology and service for leading high-tech hardware manufacturer's consulting organization. TIO is a methodology that is used for determining the overall business value created by a technology-enabled business investment.
- Managed Scheduling and Reporting Office for deploying Edge technology to leading GSM wireless service providers. Includes managing program management, scheduling, reporting, resourcing, and executive interfacing functions.
- Analysis and validation of telecommunications service provider billing and inventory for global food and beverage firm. Analysis includes optimization of telecommunications operational processes and development of a centralized management strategy.
- Deployed global MPLS network in 20+ countries in 4 months.

ThruPoint, Dallas, TX

September 2002 - June 2003

Consulting Project Director

- Provided business strategy and management consulting services for Fortune 500 firms.
- Recruited, developed, and managed national Business Strategy Consulting Practice.
- Initiated and pursued sales leads to closing, including proposal development and presentation to senior management.
- Performed quality assurance reviews on deliverables and reports to clients.
- Led the development and implementation of a Business Consulting Practice. Focus areas include: strategy development, business case development, financial analysis, organizational design, and knowledge management.
- Developed and managed regional Program Management Practice and services.
- Responsible for managing engagement management lifecycle.
- Contributed to the growth and development of less experienced consultants.
- Developed and deliver training on business and technology consulting topics.
- Maintained revenue and utilization quotas while working multiple concurrent projects.
- Notable engagements include:
 - Developed Outsourcing Strategy for \$5 billion IT/business process outsourcing engagement. Effort included assessing long-term and short-term strategies for contract management, program management, financial management, and technology platforms. Assessment included business impact analysis and risk analysis.
 - Developed strategy and business case for implementing a converged network infrastructure for the largest corporation in the world.
 - Performed financial analysis for negotiating service provider contracts for multinational food and beverage company. Assessment included recommendations in service level management and contract management.
 - Developed strategy and business case for implementing a converged infrastructure for large university.
 - Defined requirements and developed CRM strategy for global financial services firm.

Lucent Technologies, Dallas, TX

March 2000 - September 2002

Program Director

- Developed and manage Business Consulting Practice (20+ persons).
- Responsible for attaining quotas, profitability, and utilization targets.
- Responsible for growing practice through recruiting and business development.
- Responsible for full lifecycle of engagement management.
- Developed methodologies, services and deliverables for strategic and management consulting.
- Developed and manage Project Management Practice and associated business processes (15+ persons).
- Supported new product development and implementation.
- Developed presentations and collateral for business development and marketing.
- Developed centralized asset management strategies for telecom, financial services, and energy firms.
- Trained and mentored consultants.

- Performed strategy and management consulting for service providers and large enterprises, which includes: business analysis, operations architecture design, business/technology planning, market analysis, product development, business plan analysis, and financial analysis. Notable engagements can be discussed as required.
- Authored whitepapers on business strategies and technology planning.
- Program Director for startup and Fortune 500 companies providing advanced voice and data services. Engagements represented over \$800 million in revenue. Managed 100+ persons.
- Developed and optimized internal project delivery processes and deliverables.
- Winner of CEO Award, Business Development Award, and Network Engagement Methodology Top Gun Award.

INVESCO Realty Advisors, Dallas, TX
Director of Information Technology

June 1999 - March 2000

- Articulation and cultivation of a progressive vision. Developed organization's 1st Information Technology Strategic Plan.
- Reported directly to COO and built Global IT department from 2 FTEs.
- Evaluation and establishment of technology priorities/projects that support the business strategic vision.
- Led IT Department operational and strategic planning, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources
- Managed the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals
- Benchmark, analyze, report on, and make recommendations for the improvement and growth of the IT infrastructure and IT systems Training and managerial support for comprehensive technology environment.
- Advised senior management on enabling technology solutions.
- Strategic planning and technical design for data warehouse, enterprise application integration, and e-Business solutions.
- Developed data warehouse and decision support system architecture and implemented internal ASP infrastructure.
- Developed data management and systems integration strategy that streamlined business processes and reduced the number of applications in use.
- Developed and implemented solution for centralized asset management.

Sprint, Dallas, TX
Branch Technical Manager

March 1998 - June 1999

- Developed and managed consulting resources (40+ persons) for most successful Sprint branch in South Central Region.
- National Practice Leader for Project Management and Business Consulting.
- Developed a custom project management methodology for standard service delivery.
- Developed Concurrent Business Process Improvement – Business Continuity Planning Methodology (BPI-BCP) for standard service delivery in management consulting.
- Managed high-visibility, multi-million dollar projects. Responsible for recruiting, budgeting, scheduling, and overall management throughout project lifecycle.
- Responsible for forecasting, planning, and personnel management including performance reviews, mentoring, coaching, and scheduling.
- Designed and implemented data management strategy for large financial institution.
- Performed business process reengineering and automation.
- Performed application development and systems integration functions for Fortune 500 companies.
- Developed executive “dashboard” web application used for decision making and performance tracking.

Champion International, Hamilton, OH
Project Manager/LAN Analyst

September 1997 – March 1998

- Project Manager for implementing cross-functional enterprise scheduling system encompassing over 50 locations, including Canada and Brazil.
- Led team of 12 engineers and project managers.
- Project Manager for Windows NT scheduling and reporting applications.
- Project Manager for Novell NetWare to Windows NT migration.
- Project Manager for migrating enterprise printing infrastructure.
- Technical Instructor and project lead for implementing Systems Management Server (SMS).
- Proactively manage Windows NT and Novell NetWare networks.
- Provide 3rd-Level technical support for help desk.
- Proactively manage multi-protocol network and conduct performance analysis.

- Network capacity and contingency planning.

Publications and Papers

User Experience Design, June 2010

Guest Speaker at Leaders Accelerating BIS Conference, New York, NY

Practical Guide to Disruptive Innovation, April 2010

Guest Speaker at Leaders Accelerating BIS Conferencing, Dallas, TX

Effective Telecom Contract Negotiations, May 2008

Guest Speaker at national Caucus Conference, Las Vegas, NV

Disaster Recovery Services, May 2008

Guest Speaker at national Caucus Conference, Las Vegas, NV

The Paperless Office, June 1997

Paper presented at the 1997 Oklahoma State Graduate Symposium, Stillwater, OK