

RICHARD HUNTSINGER

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High-Tech Product Development • Customer Operations • Business Intelligence & Big Data Analytics

Fortune Global 500 operations executive, entrepreneur, and management consultant known for driving operational excellence and multi-million dollar profitability improvements across product development, sales, marketing, support, and finance. Special focus on operational transformation to large volume production through quality processes, IT systems, and outsourcing. Special focus on business intelligence, data analytics, and cloud computing applied to process improvement and automation. P&L responsibility. Large, international organization management experience. Data-driven, systematic management style.

MBA, Berkeley & Columbia | PhD Fellow, Carnegie Mellon | ASQ Six Sigma Black Belt | PMI Project Management Professional

PROFESSIONAL EXPERIENCE

OVALPATH acquired by CURTISS-WRIGHT: Vice President, Product Operations 2012-present

Business and technology executive responsible for \$20M line of process automation software products for nuclear power plant operations, based on mobile, data integration, and business intelligence technologies.

- Led product management and engineering. Significant improvements to requirements management, release management, and quality.
- Led implementation services, including project management services, change order management, training, and support.
- Contributed to new business development and significantly expanded existing accounts. Established sales engineering function.

HUNTSINGER ASSOCIATES, LLC: General Manager 1996, 2003-2007, 2010-2012

AT&T • Hewlett-Packard • Hitachi • Bank of America • IBM • Business Objects • Cisco • US Dept of Energy • and other clients

Business owner and executive-level management consultant responsible for business development and delivery of \$10M+ product development and operational excellence engagements.

- Led integration track of \$350M-budget operational excellence initiative to consolidate enterprise data warehouse environment.
- Led engagements in business planning, business performance management, business process improvement, PMO, quality systems, financial modeling, online operations, call center operations, IT system integration, product development lifecycle management.
- Led operational improvements tied to \$100M+ of client incremental revenue, cost savings, and regulatory compliance.
- Led development and market introduction of 20+ hardware/software products, service products, and customer-facing IT systems.

SYMANTEC: Director, Global Sales & Service Operations 2008-2009

HEWLETT-PACKARD: Director, Worldwide Customer Support Operations & Director, Worldwide IT Operations 1997-2002

Business and technology executive responsible for Norton telesales and customer service, HP.com Customer Care call center and online operations, HP customer data warehouse, and HP data center operations for high-growth \$2B consumer electronics business, \$500M enterprise IT outsourcing business, and \$40M computer security services business.

- Led business planning and operational excellence initiatives for \$100M-budget organization.
- Led call center operations, call center infrastructure, & SLA management across 32 call centers, 6,000 agents, 2M transactions/month.
- Led 3rd-level international organization of 150 business and engineering professionals across 15 countries; managed \$30M budget.
- Led Hewlett-Packard/Compaq post-merger enterprise CRM system integration: *world's largest CRM system implementation*.
- Established performance management platform: *data analytics, business intelligence, service levels, and new product introductions*.

WHITELIGHT SYSTEMS acquired by SUNGARD: Manager, Software Product Management 1994-1995

VENTRITEX acquired by ST JUDE MEDICAL: Manager, Software Engineering 1989-1993

IBM: Software Engineer 1986-1988

Technology management and engineering roles responsible for product development and quality of commercial business intelligence products, database products, and life-critical medical device products.

EDUCATION & ACADEMIC EXPERIENCE

University of California-Berkeley, Haas School of Business: Lecturer, International Business & Management Science

University of California-Santa Barbara, School of Engineering: Lecturer, Computer Science

University of California-Berkeley, Haas School of Business: MBA, General Management, graduation with BGS honors

Columbia University, Columbia Business School: MBA, Finance, graduation with BGS honors

Carnegie Mellon University: PhD Fellow, Engineering & Public Policy

University of California-Los Angeles & IBM Los Angeles Scientific Center: Post-Graduate Research, Computer Science

California State University-Chico: BSc & MSc, Computer Science, graduation with UPE honors