

Monita Sun

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PROFILE

Experienced Senior Director with a demonstrated history of managing global technical support and professional services teams for large scale commercial and government entities. Exceptionally skilled in leading technical teams in solutions engineering, cloud services, platform integration and technical support. Passion for creating a structured, yet highly adaptable and esprit de corps environment empowering teams to achieve customer success and deliver best in class service.

- Reputation for outstanding analytical abilities, strategic development and execution.
- Perfect balance of technical operations acumen and interpersonal skills.
- Natural leader with proven track record of building high performance and dedicated teams.
- Detail-oriented with unparalleled organizational talent.
- Effectively collaborate with cross-functional teams and other senior leaders.

AREAS OF EXPERTISE

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| • KPI Creation and Reporting | • Risk Management | • Budgeting |
| • Technical Project and Program Management | • Scheduling and Resource Planning | • Team Development and Mentorship |
| | • Process Improvements | |

EXPERIENCE

ActiveVideo

Senior Director, Field Operations

Feb 2011 – Feb 2017

- Led and successfully grew Customer Support and Professional Services for large enterprises, accounts grew from 50K to \$1M+ in a 4-year period.
- Handled \$10M support & services business for Fortune 500 organizations including TimeWarner, Charter, Liberty Global, Sumitomo and Comcast.
- Under my leadership, built and expanded teams 7x. Team members nominated and awarded for employee of the year.
- Managed organizational restructuring of engineering and QA teams through a \$135M acquisition.
- Received two promotions under incumbent and new management, advancing from Deployment Project Manager to Senior Director in 5 years.
- Established a Customer Satisfaction Program and Deployment Excellence Initiative. Defined critical KPI's for organization-wide attainment.
- Developed dashboards in Salesforce and Confluence to provide real time operational business metrics and key customer information. Prepared analysis and operational reports for board reviews.
- Implemented a paradigm shift from localized to global follow the sun support model reducing on call coverage and leveraging teams worldwide.
- Steered organizational restructuring of engineering and QA teams to improve operational efficiencies and customer responsiveness through a \$135M acquisition.
- Engaged and cultivated relationships with senior customer counterparts.
- Managed customer care and maintenance strategy to deliver optimal service and meet or exceed SLA's for major global operators with multi-million subscribers.
- Orchestrated training program enhancements to build a sustainable and self-sufficient customer community through education modules, knowledgebase and virtualized training environments.
- Partnered with sales, program management, product and QA teams to align process and strategy for global deployments.

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Cisco (TechSkills) IT Project Manager

Jun 2010 – Feb 2011

- Initiated project creation for data center migration and system expansion to support high definition video conferencing.
- Provided resource allocation and scheduling for the Command Center engineering team.

Raytheon Classified Network Operations Security Center Manager

Jun 2009 – June 2010

- Effectively managed engineers supporting several classified networks at varying protection levels. Successfully increased award fee from a 77% average to 100% in the last two quarters by surpassing service level objectives and organizational goals.
- Proactively directed the preparation for DISA's Command Cyber Readiness Inspection for classified systems. Contributed to the highest rating received by an agency by ensuring information assurance best practices were employed and security technical implementation guides were adhered to.
- Ensured information systems maintain seamless compliance to meet the DoD Information Assurance Certification and Accreditation Process. Provided oversight to meet Information Security compliance. Lead effort to ensure proper security threats were mitigated in areas including infrastructure, application, access control, and network security.

ManTech Installation/Integration Manager

June 2004 – June 2009

- Managed 25 systems engineers deployed worldwide for a major DOD agency. Developed labor time tracking tool and policy to minimize excessive burn rate of engineering team. Decreased overages by 25% in the first month of implementation to meet contract budget.
- Provided daily risk assessment of resources allocation and engineering requirements for concurrent projects. Implemented an integrated schedule allowing collaboration across departments. Eliminated redundant data entry and increased efficiency in determining resource allocation.
- Established step-by-step standardized processes and developed documentation for installation team. Resulted in 100% compliance of ISO 9001:2000 standards in an external audit in three major areas: Installation, Integration and Engineering.
- Executed the Strategic Improvement Program as head of the Technical Solutions Group. Partnered with the Business Development team on proposals generating potential revenue ranging from \$5-12 million.
- Reduced installation errors by 60% leading to increased customer service and recognition. Ensured information security controls were followed in accordance with customer standards.
- Completed lifecycle management migrations in South America, Asia and Africa with zero delays or extensions. Setup and built over 100 servers distributed to embassies worldwide with less than a three percent error rate.

US Army Reserve Intelligence Analyst

Jul 1997 - Jul 2005

- Briefed senior officers on daily intelligence and provided analysis on situational reports for Operation Enduring Freedom in Afghanistan.
- Graduated with Distinguished Honors from the U.S. Army Intelligence Center.
- Nominated for Bronze Star and received U.S. Army Achievement Medal, National Defense Medal and Commendation Medal

Master of Business Administration, George Washington University
Bachelor of Arts, Molecular, Cellular and Developmental Biology, UC Santa Cruz

OTHER

Certifications: Certified Information Systems Security Professional (CISSP), PMP, ITIL

Clearance: Top Secret, SCI, Crypto, CI Poly