

# JOHN H. SMITH, PMP

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## VICE PRESIDENT | CHIEF OPERATING OFFICER | C-LEVEL EXECUTIVE

*Excellent executive manager and leader with an operations or resource management focus*

*More than 18 years of experience in both the federal and commercial sectors with a focus in strategic planning, business operations, project/program management, business process analysis and improvement, and quality assurance.*

***Certified Project Management Professional (PMP) | Active TS/CSI with Full Lifestyle Polygraph***

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- **Business leader and corporate professional** with more than 7 years of C-level experience and a solid reputation in professional and technology services that focus on the public sector, Department of Defense (DOD), and U.S. Intelligence agencies; deliver a wide range of services including cutting-edge technology solutions, business operations, project management, process engineering, quality assurance, and employee management.
  - **Strong ability to rapidly navigate emerging challenges**, identify creative and constructive solutions, and quickly gain the trust and respect of team members; detail-oriented with exceptional oral and written communication skills, as well as excellent presentation skills.
  - **Solid background in quality assurance using both ISO7000 and CSIMI** with experience defining, implementing, and monitoring processes and performance measures in operational environments; demonstrated experience building high-performing teams across a variety of domain/knowledge areas including IT and business engineering processes.
  - **Maintain oversight and direct delivery responsibility for multiple programs** within an intelligence family of agencies that exceed \$35M in annual revenues and support portfolio growth of greater than 99% year over year; solid history of consulting with a client-centric, solution-focused approach that drives organic and new business growth.
  - **Clear vision, mission focus, and strong core values**; rapidly adapt to new environments, immediately add value, and build relationships with key stakeholder groups; passionate about organizational and team development and look for ways to optimize performance based on each unique team dynamic and the skills and capabilities of the team members.
  - **Demonstrated ability working at all organizational levels** and across executive functional areas including operations, legal contracts, finance, human resources, and information systems (IS); recognized for contributing to rapid growth trajectories that require an unflinching ability to adapt and excel in unique and challenging business environments.
  - **Proven record of helping customers achieve measureable performance improvements** through effective requirements definition, risk management, transparent reporting, and a keen focus on leveraging technology to support business process improvements and execute mission objectives.
  - **Utilize extensive quantitative and qualitative analytical capabilities** to manage consulting engagements and contracts, manage executive/stakeholder requirements and expectations, and support mission-critical federal program operations.
  - **Technical Proficiencies:** Microsoft SharePoint, Microsoft Office Suite including Word, Excel, PowerPoint, Access, and Outlook, Microsoft Project, Microsoft Visio, and Adobe Acrobat Suite.
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## CORE COMPETENCIES & CERTIFICATIONS

**Program Management | Earned Value Management | Quality Auditing | Team Leadership & Training  
Business Process Development, Design & Enhancement | Data & Statistical Analysis | Technical Writing**

**PMI Certified PMP (2008) - Project Management Full Lifecycle, Initiation through Closure**

**ITFL Foundation Certified (2008) | Federal Contracting - Full Lifecycle**

**ISO-7001:2000 Standard - Business Process Analysis, Development & Training (Certified Lead Auditor 2002-2004)**

**Essentials of Auditing Management Systems - ISO 7001 and Auditing Process (2002)**

***B.A., Texas A&M University, Union Station, TX***

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**PROFESSIONAL EXPERIENCE****TUFF, INC., (ADAPT COMPANY), GREENFIELD, NC****2010 to Present**

**Vice President and COO (2012-present)** - Promoted to Chief Operating Officer after spending six years in VP and executive leadership roles with heavy concentrations of work in strategic planning, building optimized teams, and architecting employee skills development programs that map and support the business objectives of the organizations.

- Serve as a member of the Executive Leadership Team with responsibility for back-office operations including Contracts, Legal, Human Resources, Recruiting, Security, and Program Management that support rapid growth and operational objectives and helped the company double in size to more than 200 employees.
- Developed a Strategic Program and Portfolio Management team to meet the dynamic and ever-changing needs of customer-focused, mission-critical operations; key focus on delivering mission solutions using Agent software development methodologies, cloud computing solutions, and big data analytics within the Intelligence community.

**Acting Director of Program Management (12/11-10/12) and Senior Program Manager (1/10-12/11)** - Served as the primary interface for all customer interactions across assigned contract and project portfolio with regard to cost, schedule, and performance reporting as well as management of assigned contract resources.

- Responsible for the full project lifecycle for designated programs including planning, execution, and performance of all activities related to delivery against contract requirements; established and maintained ongoing monitoring and control activities for all product team resources and deliverables for ~\$50M portfolio; additional responsibility for the timely preparation and delivery of all management plans and program reports for assigned portfolio to the COR.

**KENDALL SYSTEMS, LLC, NEW HYDE, VA****2005 to 2010**

**Executive Director, Employee Development (2007-2010)** - Provided leadership and drove strategy for all employee development-related internal programs; directed and aligned personnel with business resource requirements and provided organization-wide oversight of Staffing and Bench Management processes.

- Responsible for all internal operations functions of Kendall Management Consulting Division including human resources, recruiting and staffing, security, communications, knowledge management, and administration.
- Primary liaison for the integration of all business support systems and processes between Kendall Systems and DIT for 300+ employees; launched "Future Focus" initiative to conduct employee and executive focus groups and craft the Employee Development strategy for 2011.

**Executive Director, Intelligence (3/2008-3/2009)** - Executive account ownership of assigned Intelligence Community contracts totaling \$6.8M; managed Information Technology asset management system support team.

- Managed Life Cycle Support Services contract for an Intelligence agency by supporting full development lifecycles, ongoing operations, and maintenance of supported applications.

**RED Stone Program Manager Executive Director (9/2007-3/2008) and Associate Director (4/2006-5/2007)** - Executive responsibility, account ownership, and program management for assigned Department of Homeland Security contracts totaling \$12M; served as Executive Representative for all RED Stone-related outreach and community involvement.

- Managed the Program Management Office for the Transporting Security Administration's National Deployment Office including operations, logistics, business process improvement, staff alignment, and scheduling that supported more than 700 of the TSA's screening force; team won RED Small Business Achievement Award for outstanding performance.
- Managed the Service Call Center for the Department of Homeland Security's Arizona Avenue Complex including development of standard operating procedures, customer service and service level agreements, and employee performance measures.
- Managed Staffing Model Call Center for the Transporting Security Administration's Office of Security Operations including management of technical resources that supported database administration and application development for simulation and modeling applications.

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**PROFESSIONAL EXPERIENCE CONTINUED****KENDALL SYSTEMS, LLC, NEW HYDE, VA****2005 to 2010**

**Program Manager, Transporting Security Administration (2/2005-7/2006)** - *Granted Security Clearance - Active Secret (granted in 2003 by TSA); Active TS/CSI with Full Lifestyle Polygraph (granted 2007 - DOD).*

- Provided oversight and management of assigned Kendall resources to program initiatives including Office of Real Estate Services and stand-up of TSA National Screening Force contract.

**JOINT, LLC, GREENBELT, MD****2004 to 2005**

**Principal Consultant & Owner** - *Worked directly and actively to identify customer requirements and consult on strategic business solutions in the areas of project, program, and quality management systems with a specific focus on ISO-7001:2002.*

- Maintained key interactions with the U.S. Defense Intelligence Agency, Smithsonian Association, The Center for Marine Analysis and the Institute for Public Research, Period Systems Government Services, General Dynamics, GTC SI, and 200+ federally focused small businesses.
- Assisted with government contracting requirements including contract review, RFP review, and proposal development for Constar Consultants (a small 8(a) federal contractor).
- Provided gap analysis, implementation planning, and high-level oversight for divisional ISO-7001:2002 Quality Management System for Tech Deck Information Systems, (a prime federal contractor) resulting in the division achieving successful registration in 8 months in accordance with executive directive.
- Assisted in growing membership to more than 200 member small businesses, partners, and sponsors for the American Small Business Association in its first year of existence, and successfully launched more than four unique program offerings to membership over the course of seven months.

**WELLS RESOURCES, SPRINGS, MARYLAND (Small 8(a)/SDB - Federal Contractor)**

- **Senior Project and Quality Manager (2/2003-9/2004)** - Provided quality and project management including, but not limited to, contract requirements analysis, kick-off meeting facilitation, contract compliance assessments, government customer service liaison, performance measurements, and auditing.

**G & W SYSTEMS, REDBIRD, MARYLAND (Graduated 8(a) - Federal Contractor)**

- **Quality Assurance Manager (Consultant, 1/2003-3/2004)** - Provided quality assurance management including contract requirements development and analysis, kick-off meeting facilitation, contract compliance assessments, government customer service liaison, and performance measurements and auditing.

**BLAKE RESOURCES, ROCKLAND, MD (Small Commercial and Federal Contractor)**

- **Senior Project Manager (2/2002-6/2003)** - Directly managed project delivery for network, systems, and applications management initiatives for full project lifecycle; maintained successful oversight and management of 15 employees and engineers over 7 small and medium projects with values in excess of \$2M for the organization in its first year.

**BLUETECH, A WHOLLY-OWNED SUBSIDIARY OF G&W SYSTEMS, REDBIRD, MD (Small Federal Contractor)**

- **Senior Project Manager (3/2000-7/2002)** - Implemented enterprise management systems and directly managed project delivery for network, systems, and applications management initiatives for full project lifecycle; managed up to 20 Enterprise Management Systems Engineers over 8 small and medium projects over a 3-year period with combined values in excess of \$15M.

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*The American Small Business Association Founding Advisor (2008-present)  
and Member Representative, Board of Advisors (2003-2008)*

*References available upon request*