

**JON R. PERRY**  
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### PROFESSIONAL SUMMARY

Talented executive with a unique blend of experience, general management, and IT skills. Accomplished leader specializing in directing global implementations, matixed organizations, infrastructure design, and operational efficiency. Proven track record in accomplishing goals, building credibility with business units, professional services, and long-range planning and strategy. Demonstrated ability to understand and translate requirements into viable solutions with a high degree of customer satisfaction. Expertise in:

- ◆ P&L Management
- ◆ Negotiating
- ◆ Cost Modeling
- ◆ Team Building
- ◆ Consulting
- ◆ Customer Loyalty
- ◆ Enterprise Roll-Outs
- ◆ Project Management
- ◆ Strategy and Execution

### SELECTED ACCOMPLISHMENTS

- ◆ Directed and built sales teams that have added over **\$1B** (billion) in revenue.
- ◆ Created a **start up** 120 employee team and business processes for a \$500M+ (million) service offering.
- ◆ Successfully executed a strategic, three-year Business Plan that turned around a \$6M year loss to \$12M year gain in two years.

### PROFESSIONAL EXPERIENCE

#### Merchant Services Inc (Fort Worth TX)

**2005 to Present**

Private company that provides credit card processing, mobile messaging, websites and social media services to small – medium companies within the United States.

- ◆ 2007 Star-Telegram Small Business Award Winner.
- ◆ 2009 Stevie Award Finalist – Best Entrepreneur.

#### TMI Integrated Services (Dallas, TX)

**2004 to 2005**

##### Vice President

Created the marketing message and go to market strategy for a \$50M+, fifty year-old company desiring to redefine itself in the OEM Manufacturing and Aerospace markets; resulting in \$31M in sales opportunities in the United States and Mexico.

- ◆ Implemented Supply Chain solutions including Material Requirement Planning, ERP application integration, Point of Use technologies and full life-cycle purchasing, replenishment and Value Engineering.
- ◆ Integrated Lean, Six Sigma and Theory of Constraints into solution sets, providing empirical evidence of success for the customer as well as created follow on work from Current State to Future State.
- ◆ Architected solution sets with ROIs of less than one year.

#### MANTECH INTERNATIONAL (Fairfax, VA)

**2001 to 2004**

##### Executive Director

Responsible for customer satisfaction, Implementation, on time delivery, and Profit and Loss as the MTSI Commercial Group Program Manager. Manage and direct employees in hardware and mechanical engineering, customer support, marketing, sales, and Application Development.

- ◆ Successfully delivered a hardware reverse engineering effort that was catalyst to \$2.6M in follow on work.
- ◆ Managed the software development efforts for a successful ISO 9001 audit and the achievement of SEI CMM Level III certification.
- ◆ Management of Information Technology infrastructure for ManTech Test Systems, Inc.

**RELIZON (Dallas, TX)****1999 to 2001****Vice President and General Manager**

Led the creation of standardized infrastructure, processes, tools, and performance criteria across the enterprise for North America. Implemented cost effective solutions for external customers in Voice and Data, database management, and server performance. Directed Project Management Office, Voice and Data, Application Development, Quality Assurance and Technical Support. Manage 115 employees in five geographical locations

- ◆ Built the Data Center and created the Service Levels (SLAs) for web and ecommerce services, as well as management of mid-range and mainframe platforms in a manufacturing environment, with system availability of 99.95%.
- ◆ Provided consulting services to companies such as Dell, Frank Russell Investments, and Novation (the supply company of VHA and University HealthSystem Consortium) that provided over \$20 million in new revenue.
- ◆ Increased gross profit margin from 13% to 46%, through a well-planned and surgical Reduction in Force, along with the discontinuance of poor revenue generating products and services.

**MCI SYSTEMHOUSE (Dallas, TX)**  
**(\$5B Corporation acquired by EDS)**
**1995 to 1999****Director**

Integrated global technology and business solutions. Working with companies such as General Motors, TWA, and Capp Care, implemented cost effective delivery and operational solutions.

- ◆ Produced System Blueprint that was used as a foundation for all customer transitions.
- ◆ Transitioned and project managed customers ranging from 500 to 15,000 network devices.
- ◆ Planned and executed Security, Business Continuity, and Contingency Planning during the Sales to Transition process.
- ◆ Reduced transition time by 10%.
- ◆ Implemented integrated voice and data, midrange, and application solutions throughout the United States, Canada, and Europe.
- ◆ Directed up to 150 personnel, including, Software and Hardware Technical Architects, Consultants, Project Managers, Business Analysts, Wide and Local Areas Network Analysts, 2nd and 3rd Level Help Desk Analysts for desktop and Advanced Network Support for the transition of complex project plans and their ongoing operational support.
- ◆ Created Change, Service, and Problem Management processes used throughout the United States, Canada, and the United Kingdom.

**EDUCATION**

M.B.A, Information Systems  
 Florida Institute of Technology

1994  
 Melborne, FL

B.A, Education/Mathematics  
 Southern Illinois University

1989  
 Carbondale, IL

View this resume, recommendations, and endorsements at [linkedin.com/in/jonperry](https://www.linkedin.com/in/jonperry)