34 Shiner Dr. Home: (289) 819-0421

###### DEAN GOSSI

Richmond Hill, Ontario Cell: (416) 774-8431

L4E 0C3 Email : [dean.gossi@gmail.com](mailto:dean.gossi@gmail.com)

***Summary of Qualifications***

* Diversity of knowledge and experience
* Tenacious attitude coupled w/ emotional Intelligence
* Seasoned Leadership and personal mentorship
* Lean startup & Agile thinker, coach, mentor
* Technical expertise with powerful business acumen
* Highly motivated and enthusiastic
* P&L oversight and increasing topline/bottom line
* Process, people and product re-engineering & optimization via KPI’s and ROI/BE
* Inspirational leader fosters employee centric culture

***Signature Achievements***

**2015 –** As COO at Rangle.io I was a core contributor in the explosive growth of a leading JavaScript consulting and services firm in Toronto from 7 employees to over 200 employees over a 2-year period, increasing revenues from $800K to $20M+ annually.

**2011 –** Mitigated damages to Logitech Corporate in Class Action lawsuit (District court of Northern California) to $8.2M; potential exposure was $80M+ in product fulfillment damages.

**2010 –** Reduce customer service expenses from 17% to 8% of gross sales by acquiring executive approval for, and delivering monetized support services.

**2007 –** Aided founders is obtaining $29 million earn out by exceeding revenue/cost targets; through the delivery of flagship “Harmony 1000” ([*link*](http://www.logitech.com/index.cfm/remotes/universal_remotes/devices/373&cl=us,en)) remote control for BestBuy Christmas reset; PLUS, delivery of new configuration client platform for complete line of harmony remote controls.

**2005 –** Member of Account Management Core team that secured XGS’ largest services contract to date of $80 Million / 5 years with Kinko’s, extending its 310 million dollar hardware contract to include services on over 2000 printing presses.

**2003/14** – I have pursued a rigorous professional training curriculum. Attained CSM, CSPO, Project Management, ITIL, Lean & Six Sigma Certification (Yellow Belt), Capability Maturity Modeling Training, Management & Feature Team Leader Training, Problem Management/Mitigation & Risk Training, Time-to-Market (TTM) and Software Process Improvement (SPI) certifications.  
  
**2000** – Winner of the Xerox Corporate Software Process Improvement Award; Presented by Corporate Vice President Anthony M. Frederico / Chief Xerox Engineer to the Systems and Software engineering team for being a role model in the implementation of SPI (Software Process Improvement) and for helping Xerox to meet its critical delivery and productivity goals.

***Leadership & Tactical Experience***

****

**COO - Chief Operating Officer March 2014 – Oct 2015**

**Rangle.IO Toronto, Ontario**

* **Strategic:** Development of business vision, tactics, goal definition, business road mapping, development of marketing strategy, revenue/expense and valuation modeling.
* **Leadership and mentorship:** Provide servant leadership; create, communicate, champion and measure organization effectiveness, while removing barriers and providing support to departments and employees.
* **Communications and feedback:** Program reviews, Town Hall, Lunch and Learns, staff feedback forums, and anonymous submissions via intranet.
* **Sales:** Attended sales calls with potential enterprise clients, representing Operations and PMO at Rangle.io.
* **PMO build-out and management:**
* Development of project lifecycles (UX, Dev, IT Ops) and led development of complete organizational customer lifecycle from Marketing -> Sales -> UX -> Development -> IT Operations.
* Lean startup, Scrum, Kanban, Rapid prototyping practice development, champion an chief proliferator
* KPI and project portfolio metrics to analytically support decision making processes
* Resource allocation, leveling and balancing
* Project & Operational tooling benchmarking, selection, integration, training and rollout. Billing, Chat, Resource allocations, Sales, Backlog management etc.
* Development of unified project portfolio roadmap (for client projects and operational projects)
* **Client onboarding:** Participated with CEO, CTO and pre-sales engineer in sales calls, developed MSA/SOW, worked through issues with client to achieve signing of agreements, Client on-boarding, rapid project initialization.
* **Product Management:** Mentored Product Owners/Managers in product road mapping, story mapping, prioritization and release planning to maximize ROI and reduce cycle times
* **Client Billing:** Managed client account setup, revenue categorizations, expense tracking, bi-weekly invoice publishing, payment tracking, monitored age of accounts and contact clients who may have balances in arrears.
* **Infrastructure management:** Network build-outs, management, IP telephony/IVR setup and management.
* **Property Management:** Business space forecasting, floor plan modeling, site analysis, property contract negotiation and acquisition, capital and infrastructure build-outs, phased moves.
* **Procurement and asset management:** managed procurement asset management, repurposing, end-of-life windowing and inventory.
* **Internal Communications:** Developed corporate document repository and intranet. Used for corporate communications (Employee on-boarding, Corporate calendar, project and operational repositories, HR employee interface etc.)
* **P/L & Cash-flow management:** Managed project and operational budgets, quarterly/annual budget development, short/long term debt obligations, payment deposits, managing cash balances to ensure liquidity of business.
* **Benefits acquisition and administration:** Sourced, negotiated, rolled-out health benefits/HSA/Corporate Wellness program.
* **Hiring and vetting of staff:** developed departmental job requisitions for LinkedIn, Stack Overflow, Monster, and Workopolis. Responsible for hiring of UX, PMO, Test, Operations staff, vetted hiring of non-departmental staff.
* **Public Speaking**: Communications of Rangle’s unique service offering and processes at public events, sponsored events (ngConf, TechTO, various Meetups)

**PMO Director / Sr. Program Manager** **2005 – 2013**

**Logitech / Intrigue Technologies Mississauga, Ontario**

As PMO Director, I was an integral member of the Strategic Planning & Portfolio Management (SP&PM) leadership team; worked closely with leaders from across Logitech’s corporate organization to lead the initiation, development, sustainability and management of the Harmony BU’s product and software portfolio.

* Develop and present segments of 1/3/5 year BU business plan.
* Collaborated within leadership team to prioritize Software and Product projects to meet BU business priorities, strategies and top/bottom line.
* Worked lock step with Marketing teams in executing research activities, indentifying market opportunities and defining products capitalize on market gaps.
* Identified business/technology opportunity, conducted variety of research to understand the market (current & gaps), tracked future technologies & evolving usage trends in the digital living room, developed PRD and liasoned with marketing/sales to support a success deployment of new products during launch.
* Worked with Channel partners (Retail and OEM partners) to capture business requirements. Conducted whiteboard brainstorming sessions for development of new software features for existing software suite and generation of software products to augment existing Harmony product offering.
* Synthesized requirements / needs of various stakeholders as outlined above and contributed to the development of Market Requirements Document (MRD).
* Contributed to the development of Product Requirements Document (PRD) by GPM, PRD included functional requirements UML use cases, UML Activity Diagrams and HTML mockups; and were used by Project managers for the development of SOW’s.
* Took the lead role in developing, implementing, and fostering adoption of PMO Program Management Best Practices within Logitech’s global organization, which includes:
* Process re-engineering and rollout utilizing Agile manifesto, Lean and SCRUM practices.
* Periodic program reviews and communications.
* Development of KPIs and Financial metrics to ensure compliance with budgets.
* Lead Cost, Schedule, Scope, Quality and Performance on 3 high priority strategic initiatives business software programs (Web Configuation Web Client, Harmony 1000, Customer Support costdown) that contributed to founders earnout disbursements.
* Lead & managed staff of 5 Project Managers/Scrum Masters in the delivery of a subset of the Harmony software portfolio, included management of product suite COGS, maintenance of product margins and development and tracking of departmental OpEx and CapEx.
* Managed conflicts & risks, balanced operational priorities v.s. product priorities by collaborating with business and product development leadership to ensure continual buy-in and support.



**Program Manager 1998 – 2006**

**Xerox Corporation (Global Services / Production Division / Office Division) Rochester, New York, USA**

I’ve proven skills as a Program Manager, Product Manager, Systems Engineer and Subject Matter Expert in the planning, delivery, implementation, integration, testing, deployment, servicing and customer point of contact for a variety of Xerox’s complex business processes, embedded software platforms, client software application suites, and Web based application on a variety of platforms that include: Windows NT/2000/2003, Solaris 8/10 (X86 & Sparc), Lynx, Linux & VxWorks.

I was a Program Manager for the Xerox Office Services suites of applications; the suite was the core software platform used for Xerox to deliver its managed services print offering to its multi-national enterprise clients. The XOS Suite is a suite of 7 Windows web based application programs that use the VS .Net 2.0 Framework; the suite included the following applications:

* Xerox Device Manager (XDM) – Printer, Fax, Scanner, PC, Network Infrastructure data mining/remote management agent.
* Xerox Asset Manager (XAM) – Asset tracking DB, cost profiling, SLA and Warranty data.
* Xerox Asset Manager (XHD) – Help Desk Application, dispatching system
* Xerox Service Portal (XSP) – Customer interface into XOS suite (Help Desk, SA remote device administration, find printer, install drivers etc)
* Xerox Report Manager (XRM) – Create customer reports using data collected by XOS (graphical analysis, printing etc)
* Was core member of XGS business unit during its infancy, I was a pioneer in the development of a business unit within Xerox whose core revenue stream was service based. Our applications and service based delivery model helped XGS net a few of the following accounts (Case studies are available for review):

2005 $52 Million Microsoft (Worldwide deployment)

2005 $80 Million Kinko’s (North America)

2005 $43 Million Dow Chemical (Worldwide deployment)

2004 $60 Million Boeing (North America)

2004 $23 Million HSBC (UK and Brazil)

2003 $8 Million Sun Micro (North America)

* Supported the XGS account executive team members during technology demonstrations, customer sales presentations and FAQ sessions by addressing technology questions by the client IT staff. Accompanied account executives to the following enterprise customers: Boeing, Microsoft, AT&T, Kinko’s and Carrier Technologies, I also accompanied account executives to a variety of corporate accounts. I also provided engineering level support for the XOS suite to a subset of the XGS’ enterprise customer base.
* Further details available upon request

**Business Systems - Project Manager & Developer  1997 – 1998**

**Levi’s Corporation Richmond Hill, Ontario**

* + Details available upon request

**Network Engineer**  **1996 – 1997  
Ford Motor Company Oakville, Ontario**

* Details available upon request

***Formal Education***

* Masters of Business Administration (Ted Rogers School of Business at Ryerson – Conferred ‘11)
* Bachelor of Electrical & Computer Engineering (University of Western Ontario - Conferred ‘96)
* Bachelor of Science in Computer Science (University of Western Ontario - 2 Credits Remaining)
* Diploma in Instrumentation Engineering Technology(George Brown College – Conferred ‘90)

***Professional Certifications***

**Program/Project/Service Management Certifications**

* CSPO – Certified Scrum Product Owner (Scrum Alliance) (‘14)
* CSM – Certified Scrum Master (Scrum Alliance) (‘08)
* Project Management Essentials (Cadence) (‘07)
* Risk Management Training (Cadence) (‘07)
* Senior Management Training (Xerox PARC, Palo Alto) (‘06)
* Effective communications (Concern: EAP) (‘06)
* Information Technology Infrastructure Library (ITIL) Standards (‘05)
* Comprehensive Project Management (University of Toronto) (‘03)
* Managing IT Project Successfully (University of Toronto) (‘03)
* Lean Six Sigma Yellow Belt (Xerox PARC) (‘03)
* Canadian National Coaching Certification Program Level I (‘92)

**SW/HW/Systems Development Certifications**

* Certified - Time-to-Market (TTM) (‘99)
* Certified - Software Process Improvement – SPI (‘99)
* Certified - Capability Maturity Modeling – CMM (‘98)
* Certified - Management & Feature Team Leader (‘98)
* Certified - Problem Management (‘98)

**Other Certifications**

* Non – Disclosure Agreement (NDA) Legal Training (‘07)
* Open Source Legal Training (‘07)
* North Western University “Kellogg School of Business” Building Customer Empathy. (‘07)
* North Western University “Kellogg School of Business” Designing the total customer experience”. (‘07)

***Professional Memberships***

* Agile Alliance (‘12)
* Scrum Alliance (‘06)
* International Council of Systems Engineering (INCOSE) (‘04)
* Project Management Institute (‘03)
* Professional Engineers of Ontario (PEO) (‘98)