

Danielle Sierra, MBA

IT Program Manager

Balancing business, customer, and employee needs to produce ongoing growth opportunities.

Equal blend of business manager and technologist focused on developing long-term trust-based relationships that produce qualitative and quantitative results.

Management and Leadership Expertise: Delivers quality customer care that makes a real difference in:

- Contract Negotiations and Contract Management
- Customer Satisfaction, Retention & Brand Loyalty
- Project Management and Program Management
- Lab and Data Center Management
- Process and Service Improvements
- Consistent Business Value

Technical Expertise: Uses technology to deliver rapid and right results to business-critical activities in:

- Video and Multimedia Systems
- ITILv3 Standardization of Processes & Procedures
- Server Support and Administration
- Client and Desktop Systems

Professional Experience

STEWARTS IT SOLUTIONS, Information and Technology Consultancy, Seattle, WA 2000–Present
Program Manager

Profitably managed \$3M in IT service contracts with 30 employees. Oversight of daily operations with Microsoft managers and staff. Complete P&L responsibility for the lifecycle of the contract.

- Created a visual tool to balance and align customer, individual and corporate needs. ***Managing to the Triangle*** increased collaborative discussions and shared responsibilities.
- Negotiated numerous contracts with Microsoft that made Siemens a long-term service provider.
- Met or exceeded targets for Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) despite increasing workload without corresponding increase in resources.
- Managed data centers and networking contractors including a team that deployed VLAN and hardware builds on production network.
- Met one-on-one with customers to discuss and document new business requirements. Priced new engagements and developed detailed pricing models for submission and approval.

Delivered consistent financial results and business value:

- Eliminated duplicate work and improved ROI by sharing solutions and best practices across multiple independent departments.
- Grew the MSN contract billing from **12K a month to 131K per month within 6 months.**
- Exceeded target Gross Profit (GP) and Earnings before Interest and Taxes (EBIT) **by 5% annually for three years running.**
- Generated leads for other Siemens services (staffing and Managed Services) by referring current customers when appropriate to satisfy a customer need.
- Consistently maintained employee and contract retention levels well above industry averages. **Increased retention rate to 95%** from a predecessor low of 50%.

Built strong and sustainable customer and employee relationships:

- Developed trust based relationships by being responsive to customer needs. Increased revenue and customer share with current customers. Generated numerous referrals to other departments.
- Prevented problems before they occurred by proactively seeking customer feedback, and with special attention to open dialog about any issues.
- Invested in long-term relationships, eliminating systemic causes of customer complaints rather than relying on symptom repairs.
- Created employee skill and certification plans that matched potential capabilities. Developed teams and focused efforts on improving individual and team performance.