<u>Andy Bulgerin</u>   905 Point Run Drive, Pflugerville, Texas 78660 (512) 990-1749

Thank you for taking the time to review my resume.

In summary, I am a business developer, product developer, and partner manager – experienced in technical solutions spanning software, hardware and systems integration services for Fortune 100 companies and also smaller enterprises.

In product development I have led multi-disciplinary, multi-vendor, multi-national teams to complete programs comprising thousands of tasks, to scope and within market window, while managing stakeholder expectations, controlling costs and sustaining staff morale.

In business development and partner management I have defined strategy, architected and implemented offerings, devised methodology, developed collateral for sales and delivery, trained consultants, managed knowledge, and acquired and managed partnerships and alliances. At AMD, I was a Key member of the Sales team and a Vice President Staff member leading cross functional teams delivering the next generation of AMD based servers for IBM and Dell.

Along the way I have improved PM processes, managed organizational change and applied judgment effectively. I have a track record of quickly acquiring organizational and technical knowledge, and building credibility. I have practical knowledge of global development cycles, with particular experience working with OEMs in custom Enterprise Level platform development. My formal education includes a MBA-eCommerce, Masters Certificate- Program Management, B.S. Computer Science, and B.S. Biology, and I maintain a Project Management Professional (PMP) certification and 6 Sigma Greenbelt equivalent.

Specialties

Product Development
Business Development
Partner Management
People Management
Process Improvement and Management of Change
Technology Management / Systems Engineering

Please contact me at (512) 990-1749, (512) 658-4598, or by email, andy@bulgerin.com .

Thank you,

Andy Bulgerin

Andy Bulgerin   905 Point Run Drive, Pflugerville, Texas 78660 (512) 990-1749

Education

2005   **Program Management Professional Certification (PMP)**

2004   **Masters Degree in Business Administration (MBA) eCommerce Concentration** GPA 3.81/4.0
Saint Edward's University

        Masters Certificate in Program Management

1988   **Bachelor of Science Computer Science** - Southwest Texas State University

Work Experience

Tier 1 OEM Program Manager – Enterprise Server Group
Advanced Micro Devices, Austin Texas June 2006 – December 2008
Program Manager responsible for the coordination and management of AMD internal and external teams in the development of the next generation IBM and Dell AMD based enterprise server portfolio. Charged as the customer advocate and relationship manager for the AMD/IBM and AMD/Dell development efforts.

Dell Incorporated, Round Rock , Texas May 1999-June 2006
Enterprise Server Group (ESG) Senior Program Manager - OEM Custom Solutions
Dell Incorporated, Round Rock , Texas June 2002-June 2006
Program Manager in charge of coordinating customer facing cross-functional core teams in the development of global custom OEM server products. Managed a customer base including Cisco, Brocade, McAfee, Secure Computing, IronPort, and Concurrent. In addition to the duties above, created and managed the Enterprise Server Group (ESG) Competitive Intelligence Team, a cross functional team coordinating competitive intelligence gathering and dissemination efforts.

Global Service Program Manager, ESG Customer Service and Support Engineering
Dell Incorporated, Round Rock , Texas May 1999- 2002
Program Manager in charge of developing global service readiness for Dell's High Availability Clusters, High Performance Computing Clusters (HPC Super Computing), and Internet Infrastructure Appliances. Duties included working with development teams to design in serviceability and coordinated global training teams to develop and roll out training. In this role also designed and implemented global service strategies to ensure successful product launches.

Director Customer Support/Technical Service
OfficeDomain, Inc., Austin, Texas, 1998- 1999
Recruited by former Compaq executive team to develop Customer Support/Technical Service organization for start-up Internet unified messaging company. Managed team of programmers through development and release of company's first product MessageASAP. Developed and implemented QA/Test criteria and managed QA/Test area. Responsible for creation and management of customer beta and field test programs.

Vice President Customer Support/Technical Service
Trinity Works, Inc., Austin, Texas, 1997 - 1998
Responsible for Customer Support/Technical Service departments for start-up computer peripheral company. Department provided support for personal computer processor upgrades. Implemented strategies that resulted in a decrease in product returns from 25% of goods shipped to less than 6%. Implemented programs which eliminated computer service backlog and reduced incoming call volume by 50%. Created integrated system to track company sales, product returns, and call volumes. Developed and implemented company RMA procedures and policies. Company acquired by PNY Technologies 1998.

Director - Technical Support
Technology Works, Austin, Texas, 1989 - 1997
Created and managed the Technical/ Customer Support Department for one of Inc. 500's top 5 fastest growing privately held companies. Also managed Technical Publications and RMA/Returns departments. Managed on-site training/support for Corporate, Government, and Education accounts as well as for the national retail distribution network.

Honors

Certified Green Belt (BPI) Dell's Six Sigma program 2003 - Proposed and led a cross regional IT initiative which reduced customer service tag transfers from 45-60 days to less than 5 days.

Silver Level Winner Dell World quality days 2001 – Earned corporate level award for work performed on a cross regional team, which developed a standardized reporting software tool for the international Service and Support engineering teams.

ESG/SSG Excellence Awards –Awarded two consecutive divisional awards for New and Improved Business Practices 2001 and 2002.

2003 Dell PG Gold Level Customer Experience Award