

## KEY ACCOMPLISHMENT SUMMARY

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### Tripled Revenue in Turnaround Strategy

**Situation:**

Early stage NaviGATE struggled to keep pace with a growing practice and was challenged operationally to manage a growing workforce and client projects. Leadership lacked tools necessary to manage a growing firm and was losing revenue as a result. Project managers were billing less than 40% due to conflicting priorities. Billing was consistently delayed and resource tracking was inadequate resulting in lower billable times.

**Goal:**

Design a corporate strategy that will maximize core competences, is operationally and technologically scalable and provides competitive advantage through diversification; maximizing technology and process enablement.

**Action Plan:**

- Partnered with CEO to capture, create and implement a vision collaboratively. Provided thought-leadership and oversight for portfolio of projects.
- Led multi-disciplinary teams to conduct current state analysis, performed industry/competitor research, developed gap assessments, and designed target business / operating model.
- Presented results of assessment with proposed solution roadmap to leadership team gaining buy in from key stakeholders.
- Led formation of PMO and its supporting methodologies, tools, delivery & governance model.
- Retained marketing vendor to standardize marketing and branding materials.
- Created an initiative to attract strategic partnerships adding delivery value and alternative revenue streams.
- Designed an IT strategy and architecture roadmap aligning with business objectives and maximizing IT Effectiveness. SaaS solutions leveraged: CRM, SharePoint, ERP, Project Server, ITIL\SM
- Created training curriculum and taught weekly classes for junior staff on Project \ Program \ Portfolio and Change Management basics and advanced applications.

**Results:**

Boosted revenue \$4.7M while capturing \$1.6M by realigning spend and IT optimization enablement. I was able to standardize internal processes as well as restructure the client delivery model. Staffed three critical positions significantly improving billable hour's accuracy and top line growth. Restructured the AR/AP and financial reporting, improved resource allocation and billing consistency. Decreased project life cycle by 40% and increased new client acquisition by 35% in less than eight months.