

CHAS R. MULLINS

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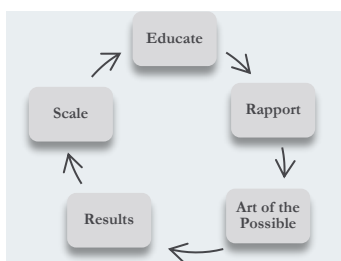
SENIOR GLOBAL BUSINESS SERVICES EXECUTIVE

*Propelling organizations for over 25 years by **simplifying and scaling** complex business processes across the globe.*

Senior Global Business Leader and Certified Outsourcing Professional (COP) with a diverse multi-industry background that encompasses the Retail, Public Sector, Oil & Gas, Financial Services, Healthcare, Insurance, Private Equity, Media/Entertainment and Telecom corporations. Deeply collaborative, globally minded executive with an extremely high level of customer focus, cultural sensitivity and a passion for process improvement and developing partnerships. Exemplary leadership skills, with a history of recruiting, developing, motivating, and coaching a best-in-class global sales team.

“Chas is a focused professional who is well connected in the global outsourcing market. He has a passion for identifying opportunities to increase profitability within large organizations. Chas is comfortable dealing with senior leaders within an organization and has demonstrated success in offshoring engagements.” – **Lawrence Corrigan, Previous Colleague**

SIGNIFICANT HIGHLIGHTS



GLOBAL DIGITAL TRANSFORMATION: Developed global digital transformation solutions for fortune 500 companies in multiple industries to achieve increased delivery satisfaction, revenues and reduce delivery costs by over 50% at a global retailer, global technology and global oil and gas companies.

LARGE-SCALE EXECUTIVE MANAGEMENT AND LEADERSHIP:

Hired, trained and managed over 40 high-performing personnel (directly & matrixed) with a total annual revenue stream averaging \$75M. Directed and coached a global sales team comprised of over 20 sales representatives to successfully maintain on-going global account relationships with 50+ customers worldwide.

UNIVERSAL IT SYSTEM IMPLEMENTATION & ADMINISTRATION: Strategically led global technology and process implementations within multiple geographies, focusing on enterprise level initiatives that were achieved on time, under budget and exceeded client expectations.

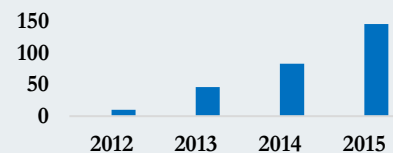
TERRITORY STARTUP & GROWTH: Established comprehensive plans for new territory developments within numerous companies, some of which had previously realigned their territories multiple times with little success. Implemented clear goals that drove teams to consistently achieve revenue targets and exceed annual sales numbers globally.

NEW BUSINESS DEVELOPMENT: Demonstrated history of growing client pipelines and sales by supporting, managing and leading teams to identify, penetrate and negotiate multi-million dollar sales opportunities.

- Headed Collaboration Managed Services practice that grew from **\$10 million to \$146 million** in three years from 2012 to 2015. Member of Avanade's Global Managed Services group that grew revenues from **\$199 million to \$1.2 billion** from 2011 to 2015 over 7 service lines.

BUILD & MAINTAIN INTERNATIONAL CLIENT RELATIONSHIPS: Consistently increased solution revenues by acquiring a deep understanding of client preferences, needs, and pain points to successfully build trust and collaborate with executive leaders to establish a mutually beneficial partnership.

AVANADE, INC Annual Sales in Millions



CAREER HISTORY

GENERAL ELECTRIC (GE), Kansas City, MO
Sr. Global Sales Leader – GE GENIUSLINK


MAR 2018 – PRESENT

Maintained excellent communications across several countries and markets for the vendor/channel management process to successfully define and deliver improvements in selection and vendor relations. Provided talent on demand and expedited consulting services to deliver all-inclusive enterprise solutions for our global clients' program management requirements. Built and sustained global strategic business relationships. Led global service delivery engagements working with project managers to ensure cohesive services.

CHAS R. MULLINS RESUME

KEY CONTRIBUTIONS:

- Lead global service delivery engagements working with project managers to ensure cohesive services and business outcomes
- Generated all-encompassing go to market strategies and re-branding activities for crowd powered, innovative and community driven solutions.
- Streamlined the global sales functions to identify, qualify, price, manage and close sales for new prospects as well as expand sales in the existing client accounts.

THE MULLINS GROUP, LLC |  www.themullinsgroup.net | Kansas City, MO

SEPT 2015 – MAR 2018

President – Global Business Services/Managed Services/Cloud Advisory Services

Advised companies on BPO/ITO, digital transformation, XaaS solutions (SaaS, IaaS, BPaaS, PaaS, GSaaS, MaaS), AMS/ADM, testing, RPA, data analytics, portfolio management, strategic planning initiatives, staffing, RPA, recruiting, blockchain technology, merger & acquisitions leadership, developing/managing alliance channels, developing cloud strategies and application/infrastructure managed services. Oversaw client's current sourcing, internal process, personnel productivity or technology issues that need a high level of expertise to realign these functions to the current economic conditions.

KEY CONTRIBUTIONS:

- Provided Global Business Services advisory which included the development and coordination of strategic and operational planning processes for multi-million-dollar organizations.

AVANADE, INC, Seattle, WA

APR 2011 – SEPT 2015

Global Director – Global Business Services/Managed Services Solutions Development

Drove innovation within industry verticals with key influence partners to bring customers and advisory firms together from idea to market solutions. Coordinated sales planning and evangelization efforts to ensure solution uptake. Worked closely with the service line marketing team to develop comprehensive service line solutions, go to market messaging and personal business strategies that were specific for each client. Partook in global staffing/recruiting activities alongside HR based on position requirements. Communicated and collaborated effectively with our global regions to identify solution trends, customer demands, and work with different internal teams to incubate and grow the solutions.

KEY CONTRIBUTIONS:

- Shaped a global portfolio of annuity revenue based on XaaS solutions (SaaS, IaaS, BPaaS, PaaS, MaaS), BPO/ITO, application/infrastructure managed services, product management, AMS/ADM, testing, blockchain technology, cloud strategy development and digital workplace/customer initiatives.
- Directed the Global Collaboration Managed Services (SharePoint, Exchange, Lync, and Azure) solution team which grew exponentially within in 5 years.
- Served as business innovator, owned ROI, roadmap for the investment and the coordination all the dependent organizational functions including: sales, marketing, staffing, recruiting, global delivery and training solutions.

THE MULLINS GROUP, LLC, Kansas City, MO

JAN 2001 – APR 2011

President – Global Business Services/Managed Services/Cloud Advisory Services

Advised on BPO/ITO, digital transformation, XaaS solutions (SaaS, IaaS, BPaaS, PaaS, GSaaS, MaaS), AMS/ADM, testing, RPA, data analytics, portfolio management, strategic planning initiatives, staffing, recruiting, blockchain technology, merger & acquisitions leadership, developing/managing alliance channels, developing cloud strategies and application/infrastructure managed services. Facilitated the clients' current internal processes which included input, design, and validation of new global systems, tools, and functionality to enable these processes. Recruited, hired and providing additional staffing services per client's open requisitions.

KEY CONTRIBUTIONS:

- Built Global Consulting Operations from ground up (\$0-\$8M) in 10 years.
- Increased sales (Leadership & Individual Contributor Capacity) for multiple clients ranging from 50% to more than 150% YOY.
- Delivered enterprise and Global Business Services advisory services to better understand the clients' challenges, business needs and identify and execute solutions that scale to drive the business.

EARLIER CAREER HISTORY

PRICEWATERHOUSECOOPERS, LLP, Los Angeles, CA | ***Director of Global Business Shared Services/ Cloud Advisory***

Streamlined BPO/ITO, Client Cloud Strategies and XaaS solutions including: SaaS, IaaS, BPaaS, PaaS. Oversaw a 20+ personnel delivery organization; executed a go-to-market strategy and led with best practices and processes that enabled rapid scaling and ensured sales discipline in forecasting. Served as integral part of the Finance & Account Sourcing solution group that developed a go to market strategy that achieved **the #1 ranking in FAO Advisors by The Black Book of Sourcing.**

CHAS R. MULLINS RESUME

NEOIT, San Ramon, CA | *Global Managing Director – Global Business Services Advisory Services*

Built relationships with global service providers, staff development in areas of sales and program management to ensure sustainable firm expansion to **achieve double digit revenue and increased client base**. Led the sales team in **doubling the firm's revenue stream in one calendar year and delivering a full life cycle F&A offshoring engagement** for a Fortune 200 Media & Entertainment clients.

COMPUTER SCIENCES CORP., ST. Louis, MO | *Director – Business Development/Account Management*

Head of sales, business development and service delivery group with over 50+ personnel (directly & matrix) that **attained an annual revenue stream of \$40 million**. Established and appointed an internal business development team to pursue national and global clients. Successfully increased customer retention, company brand and revenues through the development of Global Business Services (ITO, BPO, and FAO) solutions which included improving project management office initiatives, implementation of customer centric solutions and account collections of professional services for CSC clients.

IBM CORPORATION, Kansas City, MO | *Global Sales/Marketing Executive – Worldwide ERP Retail Solutions Group*

Delivered outsourcing strategies for development, consulting and implementation of professional services (BPO, ITO, SCM, ERP, CRM, QA, ITE, Risk & Compliance, and Governance) for IBM global clients in the Retail Industry. Identified, developed and implemented account strategies for global retail clients. Guided **40+ personnel** (directly & matrix), and managed annual revenue stream of **approximately \$75 million**.

CERTIFICATIONS & EDUCATION

CERTIFIED OUTSOURCING PROFESSIONAL (COP) – Received: August 2009

International Association of Outsourcing Professionals (IAOP)

BACHELOR OF SCIENCE IN COMPUTER INFORMATION SYSTEMS

University of Central Missouri, Warrensburg, MO

MEMBERSHIPS & AFFILIATIONS

BOARD OF DIRECTORS (VP OF FINANCE) – Dates: 1997 to 2000

APICS

ADDITIONAL SKILLS

Cloud Strategy/Ecosystem | Alliance Channel Development | PMO Design & Management | Blockchain Technology | Governance Development/Management | Structuring Service Level Agreements/Legal Contracts | XaaS Solutions Development (SaaS, IaaS, BPaaS, PaaS) | Robotic Process Automation |