

CHRISTOPHER PRICE

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MAKING THE LINK BETWEEN BUSINESS AND TECHNOLOGY

Innovative IT executive with 17 years experience seeks opportunity to join a dynamic leadership team and unleash IT's power to accelerate growth, manage risk, and lower costs.

CAREER HIGHLIGHTS

- Earned an MBA from The University of Denver.
- Secured and later negotiated the sale of the domain **Bing.com** for an ROI of 3,650%.
- Led a team of high profile engineering, legal, and PR talent to produce broad-reaching US patent application.
- Delivered breakthrough technologies and created business opportunities extending beyond existing strategies as a key member of an influential **AT&T Broadband think tank**.
- After successfully **supervising 64** conference administrators in operations, promoted and **launched 2 new operations** groups at ConferTech International including an operations consulting team targeting Fortune 500 teleconferencing clients. Increased the average profit per engagement of one department by more than 300% and significantly increased client retention in a cutthroat competitive market.

EXPERIENCE

1997-2001, 2002-Current Price & Co, Boulder, CO

Price & Co. is a business services firm that develops and maintains technology infrastructure and systems integration. Experience with call center operations, billing, online sales and lead generation, provisioning, support, and communication systems. Past clients include eBags.com, Frontier Communications, Palazzo, Conference Express, ACSI Networks, OfficeWide, AM Natural Products, Keller Williams Realty, others.

Chief Information Officer, Technology and Management Consultant

- Collaborated with former CTO of USWest (later Qwest, now Century Link) to draft a U.S. patent application for breakthrough telecommunications technology.
- Managed the technology to support up to 200 remotely operating independent contractor agents for the Denver flagship office of a nation real estate franchise.
- Developed an integrated suite of lead generation tools and taught hundreds of agents to coordinate online and offline business development.
- Integrated OpenX ad-server to cross-promote product extensions among online assets to agents.
- Established recurring billing and support system for client invoicing and payment collections.
- Championed the creation of a travel forum to increase brand visibility that ultimately revitalized a stagnant market for a major online retailer. Created an interactive graphical sales model used to evaluate the suitability of product extensions that the Chairman recognized as a competitive advantage when courting investors.
- Directed a team of internal and contracted engineers to develop technology concept into viable product. Determined operations procedures, facilities procurement, vendor selection, and marketing strategy.
- Headed product and business development efforts for a military contractor to explore product line introductions into the private sector. Set sales strategies, provided product training & coaching as Acting Sales Director for commissioned sales staff.

2001 AT&T Broadband, Englewood, CO

Broadband (i.e. cable) was the fastest growing of the three AT&T business units (The others being “Core” long-distance & “Cellular”). Broadband offered a “triple-play” of voice, high-speed data, and video service through its cable plant.

Senior Business Planning Manager

Recruited to serve on this elite corporate strategy team focused on long-range plans spanning all product lines across nationwide business units. Led a team of 4 senior managers to develop 2- to 5-year strategies; analyzed data and recommended actions to executives. Participated in operations planning for \$72 billion merger with Comcast.

- Shared responsibility as the **IT and Telephony expert** of distinguished team engaged to develop 5-year plan to improve the efficiency and productivity of data, video, and telephony systems.
- Devised a business case and deployment strategy for accelerating the replacement of class 5 switches with VoIP switches that would save \$150M in contractual obligations over a three-year period.
- Recommended operations changes and marketing promotions to convert one-product customers to multiple product customers. Preceded the “triple-play” product promotions still popular today.
- Streamlined operations. Led a team of 9 to identify information processes, diagram operations, and link them to existing project plans. Revealed bottlenecks and potential problems and made remedial recommendations.

1992-1997 ConferTech International (Now parts of Polycom and Global Crossing), Westminster, CO

ConferTech was a pioneering developer and service provider in the Teleconferencing Industry

Positions: Product Manager, Senior Systems Trainer, Operations Lead

Five-year tenure spanned operations, customer support, systems training and product management in a series of promotions during rapid growth of the teleconference industry.

- Led coordinated multi-department launch of a new information distribution product for enterprise customers. Software and system development was rolled out and supported by 78 internal reservationists and operations staff. Achieved \$65K in sales in first 6 months.
- Championed and later introduced a call center operations consulting service. Developed internal documentation and taught team of 4 systems trainers to provide operations consulting in addition to technical training. Increased department revenue per engagement by an average of 40%.
- Advocated and developed a new department of internal technicians to support internal operations. This popular initiative offered advancement opportunities for technically- inclined call center staff and reduced internal support costs by 18%.

EDUCATION AND ASSOCIATIONS

MBA, Entrepreneurship and Venture Management, University of Denver, Denver, CO

BS, Organizational Communication, Business Management concentration, Ohio University, Athens, OH

- **Chairman**, Pepsi Center Advisory Committee, addressing of Pepsi Center mgt & the local community.
- **Past President**, Highland United Neighbors, Inc. representing 4,000 businesses & residents to the City of Denver.
- **Volunteer** and Contributor to various local service organizations, foundations, and charities.