

JAMES C. LUNDY

BOSTON, MASSACHUSETTS

SUMMARY

Product Management and Marketing Management experience developing, marketing, and servicing solutions for SMB to Fortune 500 companies. Broad experience across the Application Development, Business Intelligence, Data Storage, Capital Markets, and Customer Care sectors. Consistently outperformed business objectives creating industry-leading products for major well-established vendors as well as start-ups with a nimbler “do what it takes” approach to the market. Strong track record in:

- Analysis of Market & Business Needs
- Commercializing Technical Ideas
- Reducing Time-To-Revenue
- OEM Partnership & Channel Development

Certifications: New Product Development Professional, Scrum Product Owner, Pragmatic Marketing, CISSP

EXPERIENCE

CISCO SYSTEMS (CSCO), Boxborough, MA 2010-Present
Delivers state-of-the-art Internet routing equipment, telephone, communication switching, and contact center applications for the Fortune 100 to SMB markets.

Product Manager, Unified Contact Center Enterprise (UCCE)

- Drove \$275M P&L and portfolio strategy for 120-member team, created customer value, leading to 29% YoY revenue growth in consolidating market, and achieving #1 Contact Center market position.
- Coached outsourcing partner on Agile methodology, enabling them to win company-wide award for Agile leadership, while reducing attrition 7%.
- Represented Business Unit receiving the Cisco “Pioneer Award” for business process redesign which accelerated and scaled Agile adoption, reduced defect backlog, while increasing customer satisfaction.

CYBERSOURCE CORPORATION (V), Mountain View, CA 2009
Provider of worldwide electronic payment and risk management solutions for 300,000 merchants accepting card-not-present transactions (acquired by Visa 2010).

Product Manager, Collection and Reconciliation Reporting

- Led product team, using Agile methodology, creating Business Intelligence SaaS solutions, contributing to 30% customer base growth year-over-year, and 26% quarterly revenue growth year-over-year.
- Managed evaluation and strategic evolution of OEM business relationship with Actuate.
- Brought to market Chargeback Management functionality and PIN-Less Debit payment capability.
- Created survey of Collection & Reconciliation reports, identifying current standing, competitive gaps, and areas for strategic enhancement.

PROGRESS SOFTWARE CORPORATION (PRGS), Bedford, MA 2002–2008
Supplier of development, deployment, integration, and management solutions used by its 2,000 Application Partners and end customers to craft competitive business applications.

Principal Product Manager, OpenEdge Division

- Led major revision of \$336M flagship application development suite, adding new presentation layer based on Eclipse and .NET technology into existing toolset, contributing to 20% growth year-over-year.
- Recruited online community and utilized member input for requirements identification and verification, user experience (UX) testing, and beta testing of new product user interface and development features.
- Worldwide responsibilities for \$15M Business Intelligence product portfolio. Drove engineering process, product launch, and field education activities for the reporting, analysis, and query portfolio.

SECURESMART (Pre-IPO), Boston, MA 2002
Part-time role with seedling-company creating biometric solutions while in full-time academic program.

Product Management Director

- Contributed content to formulation of corporate business plan and strategy.
- Set product and marketing strategy and direction, while cultivating market-aware culture within.

NETWORK ENGINES CORPORATION, Canton, MA 2001
Provides high-density server and storage appliances for turnkey solutions (acquired by UNICOM 2012).

Senior Product Manager, StorageEngine

- Led Product Team on release of second-generation Network Attached Storage (NAS) appliance to position the company competitively in the streaming media market segment.
- Evaluated competitive position, reporting to the CEO, to define strategic product direction.

COMPAQ COMPUTER CORPORATION (HPQ), Littleton, MA and Nashua, NH 1998–2001
Markets hardware, software, and service solutions, including industry-leading enterprise storage and fault-tolerant business-critical solutions in more than 200 countries (acquired by Hewlett-Packard 2002).

Marketing Manager, Storage Products Division

- As “Tiger Team” member for SAN management software, targeted top opportunities with Latin America, Canada, and U.S. account teams and partners to win \$34M of new and installed-base business.

Solutions Engineer, Business Critical Server Division

- Managed architecture team distributed in U.S., Switzerland, Germany, and India developing enterprise transaction-processing business opportunities for straight-through processing (STP) markets including exchanges and interbanks, resulting in 27% increase in revenue year-over-year.

DIGITAL EQUIPMENT CORPORATION (HPQ), Littleton, MA and Colorado Springs, CO 1984–1998
A leading supplier of enterprise computing hardware, software, and services (acquired by Compaq 1998).

Senior Product Manager, Production Systems Software

- Reduced transaction processing (OLTP) installed-base erosion and improved functionality by converting development tools from proprietary user interface to standard Windows UI.

Technology Consultant, Multi-Vendor Customer Service

- Consulted with regional customer service managers and teams to prepare them for emerging technologies such as multimedia database, Internet, and enterprise transaction processing.

Software Systems Engineer, Multi-Vendor Customer Service

- Solved complex system-wide technical support issues in security, design, outages, system administration, capacity planning, and performance for enterprise application software. Drove satisfaction and repeat sales, contributing to revenue growth from \$1.8B to \$12.8B over ten years.

GENERAL MOTORS CORPORATION (GM), Sandusky, OH 1983–1984
The world’s largest automaker with production facilities in 35 countries.

Programmer/Analyst, NDH Bearing Division, MIS Department

- Responsible for coding, user documentation, and user acceptance testing for an equipment checkout and inventory management system for the manufacturing floor tool-crib.

E D U C A T I O N

U.C. BERKELEY, Haas School of Management, Berkeley, CA: **Certificate**, Product Management
 VILLANOVA UNIVERSITY, Villanova, PA: **Certificate**, Fundamentals of Project Management
 UNIVERSITY OF PHOENIX, Phoenix, AZ: **M.B.A.**
 DENISON UNIVERSITY, Granville, OH: **B.A.**, Computer Science