

JOHNNY D. CRIPPEN

6454 Rochester Way
Tyler , TX 75703



Download pdf copy of resume

Home: (903) 525-9651
Mobile: (913) 221-9079
Email: Johnny@crippen.com

View my profile on [Linked in](#)

OBJECTIVE

A challenging position that will fully utilize my technical knowledge as well as professional experience with demonstrated skills in leadership, planning, communication, analysis, problem solving and project management.

QUALIFICATIONS SUMMARY

Professional with several years of increasing responsibility and experience in a highly competitive, global telecommunications corporation. Specific experiences include:

- Project Management - Product Management
- Direct staff leadership and development
- Computer system development and support
- KS/MO Real Estate License# 228871
- Cross-functional team leadership
- Product development and implementation
- Telecommunications technical expertise
- Information Technology PC Applications

PROFESSIONAL EXPERIENCE

Brookshire Grocery Company (July 2008-to present) Privately Held; 10,001 or more employees;
Retail industry

- Evaluate marketing promotional activities and prepare detailed reports such as costs, traffic, and sales results.
- Work with Category Managers on product movement by customer segments.
- Incorporate data from outside sources to use in analysis of reporting. Ex: IRI, Spectra, WL, etc.
- Assist with customer focus meetings to obtain marketing information about products and services.
- Conduct analysis of frequent shopper database to track product sales performance and generates reports on products, programs and promotions.
- Query frequent shopper database to determine customer shopping patterns and behaviors.

Real Estate (2007-2008) Prudential Kansas City Realty, Overland Park, KS

- Worked on the Prudential Kansas City Realty Team of C'arren Smith (<http://carrenshomes.com/>) primarily in the website development and launch of a new subdivision called Pinehurst Estates. (<http://www.pinehurstestates.net>)

SPRINT, Overland Park, KS

Program Manager (2004-2007) Wireless Division Sprint Nextel, Overland Park , KS .

- Participated in the development of a new Sprint initiative to promote consultative selling called Sprint Mobile Business Assessment.
- Implement Business Mobility Solution Set creating \$10M customer pipeline by EOY 2004.
- Led “Catalyst” phase of SBS Solution Evolution and provide best practice learning’s to organization for Business Mobility Solutions (e.g., best practice recommendations on compensation plans, pilots, GTM, development, positioning, training, tools, etc.)
- Created a scalable, transferable Mobility Solutions Model, guided by industry benchmarks, to change the way solutions are managed and sold.
- Provided Product Development for the Billing Analytics offer in the Sprint Mobility Management product portfolio.
 - This portfolio also included a Wireless Device Management and Device Security Component.
- Led the effort to launch a new offer called Mobile Lifecycle Management under the Sprint Mobility Management umbrella. This offer would allow wireless customers to completely outsource their wireless spend activities domestically and globally as well as Wireline Telecom expenses.
-



Developed, implemented and administered a wireless application for Smartphone PDA’s to allow immediate feedback from high profile Fortune 500 Customer Visits. Vital data was collected via the Smartphone, deposited onto a web server and made available to Sprint Executives immediately. I created an animated gif as part of the training. The gif can be viewed on line [here](#).

<file:///C:/Users/Johnny/Documents/My%20Web%20Sites/johnny.crippen/images/ani/reform.gif>

Senior Product Manager (8/22/2000-2004)

- Managed the Contact Center Portfolio of Products, including ACD, IVR and Self Service products .
- Project managed the development of reports to drive accurate, detailed Product Reporting for revenues of over \$200M in complex Voice and Data Telecommunications Products.
- Managed cross-functional teams on projects impacting Network, Sales, Marketing, Customer Service, Finance, Business Operations, Billing, Information Services, and other areas, to complete complex projects.
- Developed and implemented multiple system solutions and business processes to support marketing strategies utilizing PACE and other project management disciplines.
- Developed and maintain an Intranet website to manage content for product development and launch of a broad range of Telecommunications Products, including IP Telephony.
- Direct supervision of Product Managers and Support Analysts.

Manager-Pre Sales Engineering/Technical Automation (4/21/1996-8/22/2000)

- Provided the development, implementation and support of pricing models and system configuration tools for engineering and sales. Primary area of focus was engineering workflow automation. This includes deployment and integration of vendor autoquote applications, development of a material database, design and

- maintenance of an engineering website, and collaboration with product management to support new and existing products.
- Developed and implemented a database of corporate standard Voice and Data Telecommunications equipment to allow Sales and Engineering personnel to select equipment from the database and place it in a "shopping cart". This "shopping cart" converted downstream into a customer proposal and ultimately a Purchase Order. The database was originally placed into production in 1997 as MS Access, subsequently converted to Oracle and was placed in production as an Intranet web-based application.
 - Project managed the implementation of standard PC Desktop applications for Sales Engineering. This included generating push and pull technology to update applications unique to Sprint Sales Engineers, including Vendor provided applications. Engaged Sprint Information Systems with vendor development of applications to ensure compatibility within the Sprint environment. Provided resources needed by Sprint Desktop Support to deliver maintenance of applications unique to Sales Engineers. This project included the migration from Windows95/98 to the Windows NT operating system.

TECHNICAL EXPERIENCE

Systems Engineer

- Responsible for engineering support for Sales personnel to generate system configurations for complex Voice and Data Telecommunications products to include PBX, KEY, VOICE MAIL, PAGING and auxiliary peripheral systems such as Cost Accounting. Served as Coordinator for Northern Telecom Configurator and EDI. Developed pricing and financial data to determine sales price and margin. Initiated a Project Management Control Plan. Developed PC based automation and support for sales/engineering.
- Supported the national sales center, 3rd party vendor sales, and verification group from a systems perspective, with a user community of 2,500+ representatives and management personnel.
- Matrix managed business and IS resources to complete projects in support of new products, leading projects through the entire project life cycle and system development life cycle.
- Responsible for prioritizing and managing enhancement and maintenance projects.

Technical Consultant

- Marketing Staff position responsible for Product Management, Engineering, Sales/Sales support, Trade Show coordination, Installation and training support and technical support for all business complex products and services. Developed PC based automation and support for sales/engineering.

COE Engineer

- Responsible for engineering and installation support for COE (Central Office Equipment) 4-TEL Central Office Test equipment and various special projects including Work Order generation for COE line additions and PBX systems.

COE Installation Foreman

- Responsible for scheduling and supervising COE Work Orders to include Central Office additions rearrangements and changes.

Customer Service Manager

- Responsible for managing the Installation & Repair department, Construction & Drafting department, COE and Business Office departments of the Overton Texas district. Included direct supervision of 5 supervisors which managed 44 Telecommunications craft personnel.

Plant Staff Facilities Foreman

- Responsible for corporate staff support of field personnel for Outside Plant Facilities, Installation & Repair, and Complex Products. Participated in Company sponsored speeches to Schools, clubs and civic organizations. Assisted in General Office Accounting and Tariff special projects. Participated as an Assessor in the Supervisor Identification Program (SIP). Participated in Labor/Union contract negotiation.

Combinationman Installer Repairman

- Responsible for installation and repair of Complex Business Systems, installation and repair of PBX, KEY and Regular Telephone systems. Routine Work Order generation of Outside Plant installation and rearrangement of Aerial and Buried Plant. Included telephone pole climbing, operation of telephone trenching and plowing equipment.

EDUCATION

Bachelor of Business Administration, Ottawa University, Overland Park, Kansas
A.A. Science Math, Trinity Valley Community College, Athens, Texas

PROFESSIONAL DEVELOPMENT

- | | |
|--|---|
| <ul style="list-style-type: none"> • KS/MO Real Estate License# 228871 | <ul style="list-style-type: none"> • Principles of Sales Engineering |
| <ul style="list-style-type: none"> • Managing Projects in Organizations (PMI) • Supervisor Identification Program • Advanced Management Development • Managing Diversity • Wharton E-Business Seminar • Internal Consulting Skills • Lotus Notes Introduction/Intermediate • CIW (Certified Internet Webmaster) Foundations • Microsoft FrontPage Internet Design • Cisco Systems Voice/Data Integration • Nortel Meridian 1 PBX • ROLM (IBM) Introduction to CBXII 8000 • ROLM (IBM) CBXII 8000 Configuration • ROLM (IBM) 8000 Networking Configuration • United Telephone of Texas Data Communications • United Telephone of Texas Political Process • Basic Semi-Conductor • Lotus Notes (Domino/Content Management) | <ul style="list-style-type: none"> • Seven Habits of Highly Effective People • Interaction Management • Information Mapping • Marketing Skills and Perceptions • Commquest Data • LINK Performance Management • Visio 4.0 Introduction • Visio 4.0 Intermediate • Visio 4.0 Developer • Windows Excel • Valcom Loudspeaker Paging Systems • MITEL SX100/200 Superswitch PBX I&M • NorthCom Premier 1648 Key System I&M • TIE Key System • ITT DSS 1210 Overview (Central Office) • GTE GTD1000 Digital PBX I&M • GTE GTD120 Digital PBX I&M • Vignette (Content Management) |

KEY STRENGTHS: Broad knowledge in product management, project management, sales automation, sales engineering, management, and complex Telecommunications products from various perspectives including, strategic planning, systems analysis and design, and systems implementation. Experience in diverse work groups including technical craft, corporate staff and management. Strong information technology/PC skills in Word Processing, Spreadsheet, Database, Graphics, Presentation, Web development, Content Management and limited exposure to Drafting, CAD and some Visual Basic for applications programming. Effective communication and organizational skills; demonstrated leadership skills.