

# CHRISTOPHER C. ROBERTS

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## SUMMARY

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A consulting industry veteran with 18 years of experience assisting clients with transformative business change through strategy, process, and technology implementation projects. Particular depth in the mortgage, high tech manufacturing, and software industries. Fluent in Mandarin Chinese and a proven success record delivering initiatives across the United States as well as Japan, Germany, China, India, and the Middle East using culturally diverse and geographically dispersed resources.

## PROFESSIONAL EXPERIENCE

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**Slalom Consulting (2010-Present)** *Client Service Director* **Los Angeles, CA**  
*Slalom Consulting is a \$400MM management consulting firm based in Seattle, WA. It has 14 offices and over 1,800 employees.*  
2010 to Present

- Established and managed relationships at several high tech industry clients in the Southern California market. Led several notable projects including Broadcom's Intranet Strategy, Qualcomm's Virtual Reality Software Distribution website, Qualcomm's Chinese Reference Design Online Marketing, and Red Digital Cinema's Business Intelligence design and implementation. Expanded several accounts from first project to multiple teams working across business units.
- As part of the Southern California Leadership & National Talent Management teams, I was responsible for establishing & implementing recruiting, sales, & training plans that allowed for explosive growth from 12 to over 70 consultants.

**Resources Global Professionals (2003-08 & 2009-10)** *Consultant & Interim Executive* **Orange County, CA & Denver, CO**  
*Resources Global Professionals is a professional services company providing finance, information technology, and supply chain management expertise to its clients. This public company (RECN) has 4,300 employees in over 80 offices in 20 countries.*

- Established management processes and led multiple IT projects at several large technology firms, which included Microsoft, United Launch Alliance, and Cloud Peak Energy.
- Working directly for SVP of Customer Service and C-level executives, led multiple business process redesign initiatives at a 100+ person call center. Project results allowed the company to grow from \$40 MM to \$1 B in sales volume with limited increases in customer support staff.
- Founded and managed a new call center to support a new mortgage software rollout with both internal branches and vendors. Created the policies, procedures & training for call center associates. Implemented case management software, call routing systems & call reporting metrics & processes. Managed 100s of calls a day and coordinated all issue resolution.
- Coordinated the deployment of 26 applications across all testing and deployment environments during the \$230MM+ Service Oriented Architecture (SOA) project. Held the title of Deployment Director in the project's PMO organization.
- Managed the full lifecycle of a \$10MM, custom developed Vendor Management System (VMS). Directed over 40 analysts, developers, and testing resources in both the U.S. and India. Successfully integrated 1000s of partners using both customized XML and web technology. Held the titles of Product Manager and Development Director.

**Textura Middle East (2008-2009)** *Client Service Director* **Abu Dhabi, UAE**  
*Textura Middle East was an Abu Dhabi based joint venture between Textura and Aldar that was chartered to resell, implement and support the Textura Construction Payment software and services to large construction projects in the Middle East.*

- Led software implementation teams at multi-billion dollar construction project clients in the United Arab Emirates. Customized and supported the company's cloud-based software using local and ex-pat consultants.

**Supply Logic (2001-2003)** *Director promoted to Vice President* **Orange County, CA**  
*Supply Logic was a boutique consulting partnership that focused on improving product forecasting, planning and supply chain management through innovative new business processes and technology solutions at high technology firms.*

- Founded and managed the US sales operations for Trecenti Technology Inc., a division of Japan's largest semiconductor company. Marketed semiconductor manufacturing services to fabless and fab-lite semiconductor companies in North America. Secured appointments with 4 of the 5 largest fabless semiconductor companies and closed its first deal with a potential value of over \$100MM.
- Established the customer integration requirements of Trecenti's Foundry operations. Procured and implemented a web based system (GetSilicon) for collaborative forecasting, WIP visibility, PO and Sales Order (SO) management.
- Directed operations of the Electronics Supply Chain Association (ESCA). Managed organization rebranding and 2 website redesigns, organized Symposiums, created and conducted the supply chain training courses, facilitated Executive Roundtables, and published 4 papers on electronics industry best practices based on primary research with industry leaders like TSMC, UMC, Intel, Packaging, and Logistics and Supply Chain Management (SCM) software vendors.

**Syncata Corporation (2000-2001)** *Sr. Manager promoted to Practice Director* **Los Angeles, CA**  
*Syncata was a boutique technology consulting firm. Clients included American Express, Xilinx, Katzkin, Keeco, Intel, Toyota, and Honda. In 2005, Syncata became a subsidiary of Proquest Business Solutions Inc.*

- Founded the company's Digital Strategy Practice and grew it to a dozen consultants. Hired both experienced consultants and new MBAs, established project methodologies, sold projects, and trained and managed multiple implementation teams.

## **“BIG 4” MANAGEMENT CONSULTING (1995-2000)**

Hired away to **Accenture** as a **Sr. Consultant promoted to Manager**

**Los Angeles, CA**

*As a member of Accenture’s Strategic Services projects:*

- Led the Accenture/Yahoo! Corporate Portal Alliance planning and analysis team resulting in a successful partnership
- Led successful finance and technology integration projects at the Scotts MiracleGro Company following the \$300MM acquisition of the Ortho Business Group from Monsanto. Saved the company millions on ongoing expenses.
- Led the team that updated the online marketing and eCommerce systems at Culligan after it was acquired by Vivendi / U.S. Filter, changes that allowed the company to generate additional revenue from event and television marketing.

*As a member of the Finance and Performance Measurement Line of Business:*

- Led the reengineering and implementation of a new HR reporting system at Aerospace Corporation. Reduced required reports from over 400 to less than 30, saving thousands in annual support costs.
- Managed the successful post-merger integration of accounting processes at Dade Behring, an international medical device manufacturer, which helped reduce the time to close from 21 days to 5.

Hired away to **Goldman Sachs Group** as a **Sr. Financial Analyst**

**New York, NY**

- Created a dynamic P&L model and online (OLAP) reporting system based on Hyperion Essbase technology that allowed the CFO and Fund Managers to conduct activity based costing of products in the Asset Management Group.

**Deloitte Consulting** hired as a **Business Analyst promoted to Consultant**

**Stamford, CT**

- Led a team in reengineering financial processes during a post-merger SAP implementation at Witco. Concurrently assisted in the resource requirement planning, budgeting and billing for the entire \$16-20 million project.
- Analyzed the sales and distribution organizations in an international electronic component manufacturer. Recommended a cost reduction program that reduced ongoing sales expenses by nearly 50%.
- Conducted a global SAP implementation planning workshop with executives at Kodak
- Led data and code conversion teams during the post-merger integration of Nine West with US Shoe, which included process reengineering of manufacturing, inventory management, retail operations and EDI.

## **OTHER SIGNIFICANT EXPERIENCES INCLUDE:**

- Worked as an intern at Philips Semiconductor & Weyerhaeuser Corp. as an engineering & operations improvement analyst
- Served for 2 years as a volunteer in China, 6 months as the organization’s Operations Manager
- Sat on the Board of Directors for several startup companies in the Disaster Response, Energy, & online retailing industries
- Worked in MIT’s Center for Energy and Environmental Policy Research (CEEPR) as a Research Assistant for the book *Genie Out of the Bottle: A History of World Oil since 1970*.

## **EDUCATION**

**Massachusetts Institute of Technology**

**Cambridge, MA**

BS Mechanical Engineering in June 1995 with concentrations in Economics and East Asian Studies.

Coursework included graduate level MBA courses at MIT’s Sloan School of Management.

## **PUBLICATIONS & PRESENTATIONS**

- **“Increased Efficiency And Cost Savings Drive Electronics Industry To Seek Vendor Managed Inventory Solutions”**, *Asia Pacific Development*, June 2003
- **VMI Processes & Metrics Whitepaper**, *ESCA*, May 2003
- **“Semiconductor Companies Facing the Supply Chain Squeeze”**, *Global Semiconductor*, March 2003
- **Supply Chain Collaboration, An ESCA Perspective**, Smart Manufacturing Conference, February 2003
- **EMS Market Outlook**, *ESCA Spring Symposium*, April 2002
- **Collaboration in the Electronics Supply Chain: A Report on the SSCA Survey and Interviews**, *ESCA*, March 2002
- **60 to 6: A Study of Faster Turn Around Times on the Semiconductor Supply Chain**, *ESCA Winter Symposium*, November 2001
- **Strategy Focused On Execution**, Association for Strategic Planning (with Ujj Nath), February 2001

## **SPECIAL SKILLS, CERTIFICATIONS & AFFILIATIONS**

*Languages:* **Fluent (Speaking/Reading) Mandarin Chinese**, Beginner (Speaking/Reading) Arabic, Japanese

*Business:* **Certified Project Management Professional (PMP)** with the Project Management Institute (PMI), Member and Participant in the Association for Strategic Planning (ASP)

*Finance:* Experience in financial modeling, activity based costing and accounting processes

*Technology:* Led projects using multiple management tools and languages. Microsoft Office, Project & Visio Expert  
Certified in IBMs Rational methodology and SAP Financials (FI/CO).  
Experience with Oracle ERP, Multiple Business Intelligence (BI) tools and SQL.  
Expert in XML technologies including both electronics (RosettaNet) & mortgage industry (MISMO) standards.  
Led projects utilizing SOA, ColdFusion, J2EE, ASP.NET, SharePoint, and Drupal Technologies

*Volunteer:* Trained American Red Cross Volunteer, Educational Counselor for MIT, Youth Sports Coach

*Athletic:* Accomplished triathlete and swimmer, 1 of less than 250 people to successfully swim from Catalina Island to the California coast and 1 of only dozens to swim around Alcatraz Island without a wetsuit.