



Jim Burkett – Associate Partner Precipio, LLC



Background

Jim is a Six Sigma Black Belt with over 25 years of demonstrated achievement at Hewlett-Packard in reducing operational costs, increasing customer satisfaction, and improving product, process, or service quality in diverse areas of business. Possessing keen skills for observation, analysis, and creativity, Jim has earned awards from HP for process quality management, transition management, and community leadership.

Education:

MBA, Marketing and Finance, University of Santa Clara
MSE/BSE, Industrial Engineering, University of Michigan, Ann Arbor
Six Sigma Black Belt and ITIL Practitioner

Functional Expertise

- Six Sigma / Process Excellence
- IT Service Management / ITIL
- Help Desk / Call Center
- Data Center Consolidation
- Quality Systems / VOC
- Technical / Product Marketing
- Finance / Targeting
- Product / Service Structuring
- Business Planning
- Metrics / Retrospectives
- Manufacturing / Production
- Team Training / Facilitation

Industry Experience

- IT Infrastructure
- Software Support Services
- Hardware Support Services
- Computer Manufacturing
- PC & Software Distribution
- Facilities / Infrastructure Services
- Software Development

Relevant Experience

Major Technology Company: Data Center Consolidation, ITIL Implementation

Led multiple cross-functional process improvement interventions to ensure successful adoption of core ITILv2 processes. Counseled global process owners on ITIL implementation strategies, potential pitfalls, innovative alternatives, and mitigation approaches. Guided on-time execution of global decommissioning of over 20,000 servers in 300 data centers; saving thousands \$ in real estate penalty fees. Created standardized process documentation, delivered team training, developed and implemented forward-looking measurement and reporting process.

Major Technology Company: Storage Software Support, Merger & Acquisition

Led virtual process improvement team of support managers from four geographically and culturally diverse mergers/acquisitions. Facilitated weekly performance review meetings, developed and implemented statistical measurement system. Improved technical call center responsiveness and customer satisfaction by reducing a backlog from over 2,000 cases to less than 100 in six months; concurrently reduced open call duration from 2 years to 90 days.

Major Technology Company: Information Technology Services Transformation

Led IT management and professional staff through the transition from a cost-based to service-based culture, from an allocation-based to usage-based cost recovery process, and from an IT-out to a customer-in IT services portfolio development and implementation. Developed services catalog with consumption units, PC-based YTD cost accounting tools, annual targeting tools, plus an innovative monthly billing processes (later adopted by services division).

Major Technology Company: Global Software Support Transition & Re-pricing

Led global product marketing team in the development and implementation of a new software support contract structure and pricing model. Developed and delivered executive overview presentations and tactical implementation tools to international audience. Saved millions \$ in support quotation administration by successful restructuring of services; significantly reduced cycle time for RFQ process to industry competitive benchmark.

Major Technology Company: Facilities and Real Estate Infrastructure Services

Facilitated annual business planning, monthly performance reviews, and corrective action plan reviews. Led improvement project of management and trades personnel to reduce costs and cycle times of inter-office moves resulting in new standards for office fixtures, utilities backbone, cubicle sizes and configurations. Saved thousands \$ in annual infrastructure costs.