

JONATHAN L. PORTNY, MBA, PMP

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CORE COMPETENCIES

Certified PMP® • Project & Program Management • Business Operations • Retail Strategy • Point of Sale & Payment Systems • Change Management • Contract Negotiations • Data Analytics & Business Intelligence • Software Programming, including: SQL; PowerShell; Batch/CMD; Bash; HTML; XML; SOAP & REST API; Visual Basic • Retail Technology Platforms, including: Aptos (Epicor); Oracle (MICROS Retail); Zebra (Symbol); Mi9 Retail; Jagged Peak EDGE; ADSI Pack-IT & Ship-IT; Kibo (Moza); Bazaarvoice; Bronto; Avalara Tax; Zendesk

WORK EXPERIENCE

enVista (acquired retail consulting business from BRP/Windstream), Remote-Client Site, 2019-Present **DIRECTOR, RETAIL**

Joined enVista to continue ongoing consulting engagement with Ross Stores after BRP/Windstream divested from their retail consulting business. Key clients & successes have included:

- ROSS DRESS FOR LESS (2019-Present): Transitioned with ongoing engagement from BRP to enVista, continuing to serve as Subject Matter Expert (SME) and Project Manager (PM) for enterprise POS implementation project and chain-wide upgrade of in-store inventory management software and handheld markdown gun hardware for major off-price retailer.

Boston Retail Partners (became BRP Consulting when acquired by Windstream), Remote-Client Site, 2015-2019 **CONSULTING DIRECTOR**

Provided business and strategic consulting expertise for retail clients across the full range of Point-of-Sale (POS), OMS & E-commerce applications with a focus on unified commerce / omni-channel operations. Led efforts across all phases of IT strategy and software implementation, including project management, business process design, cross-team collaboration and vendor management, project execution, quality assurance, and service transition. Key clients & successes included:

- ROSS DRESS FOR LESS (2017-2019): SME and PM for enterprise POS implementation project, expanded team from 1 to 10 consultants, secured multiple follow-on projects;
- YANKEE CANDLE (2016-2017): SME and Project Manager for enterprise-level POS selection, design, build, test, and deployment engagement for major international retailer and wholesaler; and
- AUBUCHON HARDWARE (2015-2016): PM for Unified Commerce digital transformation program implementing new E-Commerce Platform (ECP), Order Management System (OMS), Shipping Solution, and integrating to existing POS and Enterprise Resource Planning (ERP) framework for regional hardware retailer.

Micros Systems, Westborough MA, 2012-2014 **OPERATIONS MANAGER**

As Operations Manager, Store Systems Division, had P&L accountability for the post-sales Professional Services business for MICROS Retail's Xstore and Store21 Point-of-Sale product lines. As Operations Manager, Analytics Division, had P&L accountability for the post-sales Professional Services business for MICROS Retail's XBR Loss Prevention and Balance Sales Audit product lines, with over 200 active customers through the U.S. and Canada. Key responsibilities & successes included:

- Led team of 30 engineers and PMs, oversaw dozens of software implementation and customization projects;
- Oversaw 24x7x365 technical support desk with 200+ active customers and implemented Zendesk support desk ticketing and workflow management software, enabling the tracking of & adherence to rigorous customer SLAs;
- Trained and ramped up internal resources to support the new release of a re-platformed version of the flagship XBR Loss Prevention software, including development of new eLearning package; and
- Overhauled project management methodology company-wide as well as the documentation and QA processes for implementation, upgrade, and customization projects.

EMC, Hopkinton MA, 2011-2012

BUSINESS OPERATIONS MANAGER

Worked with the corporate management team to identify, develop, and analyze a wide variety of operational information for managing business activities. Key responsibilities & successes included:

- Identified and defined key performance metrics, reporting requirements and business goals;
- Oversaw highly technical operational analyses and made recommendations to management based on those analyses;
- Managed the data analytics team, serving as the technical expert and data scientist for all group initiatives;
- Led program to revamp how maintenance contract renewal opportunities were defined globally and translated this definition into actionable Oracle Business Intelligence (OBIEE) queries for near real-time tracking and reporting.

Reveal Imaging Technologies, Bedford MA, 2010-2011

INTERNATIONAL SERVICES MANAGER

Had P&L accountability for the post-sales explosives detection systems (EDS) business for Reveal with over 15 major international customers across North America, South America, Europe, Asia, and Africa. Key responsibilities & successes included:

- Managed EDS installations, machine warranties, pricing/sale/management of extended warranties, training and miscellaneous special projects, ensured export compliance; and
- Managed \$13M program to install 23 integrated EDS and baggage handling systems in 5 Mexican airports with P&L accountability for entire program and account.

Infoscitex, Waltham MA, 2003-2010

BUSINESS AREA MANAGER, 2008-2010

- Identified, proposed, won, executed, and commercialized government-funded R&D engineering programs focused on C4ISR (Command, Control, Communications, Computers, Intelligence, Surveillance, Reconnaissance); and
- Had P&L responsibility for Business Area's entire book of business.

GROUP LEADER, 2007-2008

- Identified, proposed, won, executed, and commercialized new and follow-on business opportunities focused on the following areas: wireless communications/networking; sensors; and biomedical devices; and
- Served as lead electrical engineer on key engineering research and development projects.

ELECTRICAL ENGINEER, 2003-2007

- Worked on the design, fabrication, and test of a computer-controlled baby bottle medical device;
- Prepared the device for electromechanical safety analysis (per IEC 60601-1) in advance of clinical trials;
- Earned follow-on \$1.4M Phase II NIH SBIR grant to continue the research; and
- Electrical/biomedical engineering responsibilities included: circuit design; modeling & simulation; electromechanical two- and three-dimensional modeling; electromechanical fabrication; system testing and debugging.

EDUCATION

Babson College, Babson Park MA

Masters of Business Administration (M.B.A.) - 2011

Tufts University, Medford MA

Bachelor of Science (B.S.) in Electrical Engineering & Biomedical Engineering – 2004

CERTIFICATIONS

Project Management Professional (PMP®)

Certificate Number 1777144