

Nathan Mumm

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Professional Profile

The theme of Nathan Mumm's career is the seamless merging of technology, management, and business operations. With twenty years of wide-ranging experience in all aspects of IT (infrastructure, applications and user support) and with the ability to maintain and enhance current knowledge trends, technology brings joy to Nathan's life as it ignites his passion to learn. He was part of the historic growth of Microsoft, has led teams during the rise of Internet services and cloud computing, and most recently supervised technology decisions as the Director of Executive Services for one of the world's most renowned technology visionaries.

He leads with a collaborative style, focuses on building great teams, and combines deep strategic thinking with a hands-on, get-it-done approach. Working directly with some of the most elite men in technology, both Co-founders of Microsoft directly (Bill Gates and Paul Allen) he has helped shape the technology landscape recommending solutions in business and personal aspects regarding technology. Nathan currently enjoy working as the Chief Technology Officer (CTO) for Copiers Northwest.

He worked as the Director of Executive Services at Vulcan. During that time he managed the executive support group, property site teams and all media operations. Two years into management, he was asked to supervise Paul's private band, physical security and personal protection, and his personal museum "The Living Computer Museum". Prior to that he served as Senior/Lead Manager at Microsoft for 11 years, supervising many technology teams, and collaborating on the development of the original Xbox and the creation of SharePoint Technologies with a strong commitment to customer service and an ability to influence customer expectations he is able to balance strategy through execution. He enables immediate short-term decisions when necessary and efficiently balance these with long term progress of decisions working in a twenty four hour support environment.

A result oriented professional with vCIO and currently the Chief Technology Officer (CTO) with responsibilities and skills in direct negotiations of multi-million dollar contracts, facilitating and administration of large budget reductions, establishing world changing customer service processes, and advocate for environmental responsibility.

C-Level management of many direct reports with a complete span of control of over 500 (Microsoft) and 250 (Vulcan) support staff. Achieved large corporate initiative changes in IT services and technology, product release (from brainstorming to full deployment) and CTO leadership of personal services and security.

Below is a list of many of my core skills:

- Strategic & Tactical Planner
- Business and Project Development
- Project and Program Management
- Technical Research & Deployment
- Policy/Procedure Implementation
- Client/Vendor Relations, RFP Negotiations
- Financial Reporting & Budgeting
- Contract Negotiations
- Managed high net worth Relationships
- Management of Data/Service Call Center 24/7 – 365
- Management of Studio/Private Band Album Release
- Customer Service Creation and Implementation

Professional Experience and Achievements

Chief Technology Officer for Copiers Northwest & vCIO of BlueZEBRA Technologies

Copiers Northwest, WA | 2014 - present <http://copiersnw.com> <http://bluzebratech.com>

As the CTO I oversee development of new technologies, direct the internal IT Department with respect to staff development, strategic planning and day to day operations at Copiers Northwest. This department is about delivering exceptional customer service to all of Copiers Northwest internal and external clients and development of a world class division of expertise in technology and service through BluZEBRA.

- Collaboration with Vice Presidents, CEO, CFO and the President, regarding IT requirements.
- Managing the planning, development, implementation, and maintenance of IT systems.

- Recommending technical solutions based on analysis of complex business needs.
- Approval of all business requirements prior to the technical solution implementation.
- Leading hardware and software evaluations and maintaining vendor contracts.
- Salary administration, interview and new hire, consultants and/or replacement personnel.
- Developing and managing department, project feasibility and equipment maintenance costs.
- Managing overall operational change costs while ensuring consistency and maintainability of existing applications by creating, maintaining, and enforcing standards/procedures for implementing technical solutions.

BluZEBRA, just like Copiers Northwest, operates by the business philosophy of “New Ideas, New Solutions.” This standard means utilizing innovative programs, creative solutions and local people; all dedicated to helping your business be more successful and more profitable. Our goal is to leverage best practices in Business Process Optimization to transition clients to enhanced processes utilizing new technologies.

This department is about delivering exceptional customer service to all of Copiers Northwest staff and external clients. In combination with the development of a world class division of expertise in technology and service through BluZEBRA.

Responsibilities:

- Managing the planning, development, implementation, and maintenance of IT systems.
- Recommending technical solutions based on analysis of complex business needs by the user community including:
Hosted Email, Managed Print Services, SharePoint Integration, Cloud Services, Document Storage and Retrieval, Software as a Service (Saas), and Hardware as a Service (Haas)
- Collaboration with senior staff, and administrative directors to develop IT requirements.
- Directing and prioritizing the work load of subordinate personnel.
- Ensuring the consistency of existing applications by creating, maintaining, and enforcing standards/procedures.
- Approval of all business requirements prior to the technical solution implementation.
- Leading hardware and software evaluations and maintaining vendor contracts.
- Salary administration, interview and new hire, consultants and/or replacement personnel.
- Developing and managing department, project feasibility studies and equipment maintenance costs as well as operational change costs.

Director of Executive Services, Sr. Manager of Technology | Vulcan INC, WA | 2007 - 2013 | www.vulcan.com

As the Director, of the Executive Services Group at Vulcan, I manage all aspects of the Technology, Librarian Services, Studio Service and Security for the owners lives twenty four hours a day 365 days a year.

Responsibilities:

- Daily Management of personal protection and technology services for both business and charitable endeavors for Paul G. Allen founder of Vulcan Inc. and Jody Allen.
- Those endeavors include the creation of innovative technologies, award-winning films and vibrant new neighborhoods in the Seattle area.

- I was also given the opportunity to be the director of Paul's private museum known as the Living Computer Museum. www.livingcomputermuseum.org
- Responsible for all the owners Audio Visual Electronics and Personal Computer technology at all of his estates. This is an asset base of over a billion dollars on technology items that we would service and supported daily. I oversaw the managers of each team and managed the overall budget to maintain these systems for 100% uptime. This also required that my groups would play an active role on new property technology build outs and physical security implementation for year round on-site support.
- Reporting and Budgeting included management of 16 direct reports with over 80 full time staff along with 150 contractors. This included a budget of up to 25 million dollars per year and an asset budget of over a billion dollars.
- As the Director, of the Executive Services Group at Vulcan, I manage all aspects of the Technology, Librarian Services, Studio Service and Security for the owners lives twenty four hours a day 365 days a year.
- Organization and Management of all the Yachts IT/Technology and Security aspects. I would be responsible while the owner traveled to all seven continents across the world including three yachts. This included 15 technicians reporting on a co-management to myself and each captain onboard the ship.
- Provided Paul Allen with strategic key technology analysis for venture capital investments.
- Managed 12 teams directly that had an active role on new property development, new technology refresh, new product development of software and physical security implementation. Reporting and Budgeting included management of 80 full time staff along with 150 contractors. This included a budget of up to 25 million dollars per year and an asset budget of over a billion dollars. Reduced annual contractor spend for service by 40% yearly with a cost savings of 8 million dollars
- Providing an ongoing training with customer service focused improvement plan was a key factor in rebuilding two support groups for the owners that were ineffective. Improved customer service from 50% response to resolution to 97% response to resolution in 15 minutes.
 - This included the Executive Protection team at Vulcan along with the Executive Support team. While I was working with these teams I was asked to take over the responsibility of managing four separate groups including Yachts Technology, Site Operations, Media Operations, and the Acquisition/Refresh Team in 2010. With this consolidation I was able to reduce staff 20% and reduce the budget by 2 million
- In 2011 after a successful track record of improvement I was approached to take over management of a diverse global intelligence/security team. This team provided timely, valuable, and actionable security/intelligence information with expertise in the area of product counterfeiting, fraud, anti-piracy, and internal/criminal investigation. During the following years I added the Physical Security Group, Studio Services, owner's personal band, The Librarian Collection Group and direct management of the Living Computer Museum.

President, General Manager | Courtyard Media Foundation, WA | 2005 - 2007 | www.courtyardmediafoundation.org

Courtyard Media Foundation was a non-profit organization dedicated to providing young adults and youth with a diverse environment using team athletics. As the President, working at Courtyard Media Foundation, I was in charge of all aspects of the Basketball Operations for the Everett/Snohomish County Explosion Professional Minor League Basketball Team.

Responsibilities:

- Created and developed the investment plan for 13 investors to enable an owner/investment into a 2.1 million dollar funded organization.
- Working as President, I hired all staff including group and department managers, game day staff and professional athletes. This task was to develop a full time staff to operate and maintain the business model set up within the investor ownership plan.
- Secured over a million dollars in funding through sponsorship. This was used for the general operation of the team and was able to offset player salaries and operational staff with the funded sponsorship income.

- Managed the day to day operations and vision thinking concepts in all aspects of marketing for the basketball team and the foundation. This included organization of all fundraising aspects within the foundation.
- Was awarded "Executive of the Year" for the International Basketball League in 2007.

Senior Program Manager, Product Manager, Executive Support Technician | Microsoft Corporation, WA
| 1994 - 2005 | www.microsoft.com

As a ten year employee at Microsoft I was able to grow and progress in the company to my final position as a Senior Program Manager.

In my final role I was running a beta development team for a project with the code name InfoPlus now known as Microsoft SharePoint.

Achievements:

- Release of application InfoPlus Version 1.0, 2.0, 2.5, 3.0, 3.1 (Beta of Microsoft SharePoint)
- Creation of application from conceptual idea into beta development and then to release
- Developed and maintained a team of writers for the IT Policies and Standards Department
- Created the first IT 24x7 support for Xbox Division.
- Worked with new Technologies & Product introduction for CEO to keynote at Las Vegas Trade show called "Comdex".
- Client Connections Collaboration Award May 2005, IT Employee of the Quarter, Second Quarter 1997

Responsibilities:

- Helped create, develop, design, and implement a Knowledge Management solution for Microsoft's IT group. This included creating the following: a project plan with a scope of responsibilities, a framework process, a full development plan, and a testing plan, feedback in focus groups, workflow processes, and completion of a Web based tool, and management of funds and resources.
- This enabled the development of a beta application known as InfoPlus. This project saved Microsoft over 2 million dollars in FY04. With an average of 1.8 million hits per month.
- As the IT Group Manager for the Xbox Service and Support, I was in charge of creating a local help desk service providing technical support 24x7 to the Xbox Development Group.
- While in Executive Support we were in charge of supporting technology for Microsoft's Vice presidents, Sr. Vice Presidents and CEO. All of our daily tasks involved working abroad, problem solving, user/customer liaisons and contributions as a technical resource. Formulation of technical documentation, and structured testing procedures and testing implementations were implemented before releasing a product to our VPs. In this position we were required to provide analysis and consultation with the principles on new emerging technologies

Professional Projects and Accomplishments

Paul Allen and the Underthinkers "Everywhere at Once" Album Release (Sony Legacy) | August 2013

"Everywhere at Once," by Paul Allen and the Underthinkers, a 13-song rock album went on sale August 07, 2013. The album features Allen and his band playing blues guitar songs with numerous rock stars, including Chrissie Hynde of the Pretenders, Joe Walsh of the Eagles, David Hidalgo of Los Lobos, and Ann and Nancy Wilson of Heart. Allen wrote or co-wrote all of the songs, including "Divine," a track that was used in the movie "Magic Mike" starring Channing Tatum. The album was put out by Legacy Recordings, a division of Sony Music Entertainment, and all the proceeds will go toward educational programs at Allen's Experience Music Project Museum in Seattle.

SIP Conversion of VOIP | February 2015

Upgrade of Voice from Traditional line switch to premise-based Avaya system. This includes architecture configuration, training and deployment.

Windows 8.1 Company Rollout (250 User Upgrade) | March 2014

At Copiers Northwest and BluZEBRA we are working on a complete tablet rollout and PC refresh project for all employees.

Exchange Server Upgrade from Server 2003 to version 2010 | August 2014

Our project was a complete migration of users from Exchange server 2003 to Enterprise Exchange Server 2010 with a complete upgrade of the Active Directory.

PrintSmart Software, Application and Management of 15,000 Devices | August 2014

Management of overall operational task.

Technology Data Integration Upgrade (Fiber Line Expansion) | August 2014

I worked with the team from TW Communications (now known as Level3) on the analysis and request for purchase. This included a full RFP on upgrading our complete company backbone, included testing, and implementation requirements for the company.

Complete IT Infrastructure Upgrade - Bend, Oregon | March 2015

Acquisition merger of Synergy Office in Bend Oregon into existing Copiers Northwest Office in Seattle WA. This was a complete teardown and rebuild while merging over existing data from 10 plus years of clients. Network and Location downtime was less than 10 minutes during this project. This project included a full network, Domain Controller, Exchange Server, local VM server, phone system, and PC and Video Conference system. This included a new PowerEdge server, Avaya switch, SonicWALL, Avaya phone system, computers, security system, and all installed in a 48 hour turnaround.

Chargeable Help Desk Implementation | July 2015

Copiers Northwest had a free Help Desk model for over 10 years and my task was to create a way to offset the cost of this service. The solution was to create an additional higher level of support that could be chargeable to the customer. First was the process to simplify the workflow process, with the emphasis to provide the customer with an exceptional experience, set expectations and create an efficient operation. The goal was to provide a smooth and easy mechanism for the customer to receive top level service.

Web Site Redesign and Marketing Launch | July 2015

The Web Site Redesign project included resource management and technical level of expertise that included: Meeting with ownership on branding and regular meetings with them; Drawing up detailed website specifications; Designing sample page layouts including text size and colors; Filming video and directing filming onsite shoot; Working with different content management systems; Search engine optimization; Designing the website's visual imagery and ensuring it is in line with company branding policy; Proofreading content and grammar and making changes where necessary; Editing content, debugging code and re-designing web pages; Testing the website to ensure it is working; Designing of the web site consisted of six phases; Project Definition, Site Structure, Visual Design, Site Development, Testing Launch.

Certifications

- Social Media from ITU
- PSI: Capture Certified Professional
- MCSE from 1999-2003 (Microsoft Certified System Engineer)
- A+ Certification
- Macintosh Service Certification
- Compaq Service Products & Server
- Dell Service Products
- MOF framework Training
- HP Laser Certifications
- Toshiba Development Certification

Education / Qualifications

- Executive Certificate in International Marketing
- Thunderbird Global Marketing Management
- Microsoft Certified Technician
- Microsoft Certified System Engineer
- Survival Skills for Managers
- Remote Working and Management
- Managing Multiple Priorities