Dan Ochs

Hands-on, customer facing technical leader with 20 years of software experience creating value for small companies and enterprises.

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EXPERIENCE

Quaero, *North Carolina (Remote) — VP Services*

July 2019 - May 2020

· Managed a global 40 person services organization for this marketing data processing platform with Data Engineering, Managed Services, Data Science, and Program Management teams.
· Helped win and implement a $1.5m services deal by creating the services SOW and pricing, bringing in the right implementation team, presenting services offerings, and staying close to the client pre and post-sales.
· Procured, configured, and rolled out support, customer feedback, and time tracking software to identify profitability per account and improve customer satisfaction. Used Facebook's Prophet time series forecasting to predict revenue.
· Performed hands on technical implementation work as needed, mostly in hive SQL with hadoop-based back-ends in Azure and AWS.

SessionM, *Boston, MA — Senior Director - Customer and Partner Success*

March 2018 - June 2019   (Acquired by Mastercard)

· Globalized the Technical Implementation team for this loyalty management platform by doubling the team size to 12 and bringing on external contractors.
· Built a support team in Boston with contractors in India for a 24/7 support organization with 15 minute response times. Implemented support with Salesforce Service Cloud and time tracking with Harvest to gain visibility into client profitability.
· Personally implemented the first customer to go live on a new loyalty program.
· Built a partner enablement team from the ground up, and trained and helped partners succeed globally.

DataXu, *Boston, MA — Vice President - Technical Solutions*

August 2012 - February 2018 (Acquired by Roku)

· Promoted 3 times over 4 years and ran a $5M budget made up of 30 technical customer-facing people for this digital advertising software company to help them grow revenue 3x and doubled headcount to 350.
· Managed Technical Support, Solutions Architects, Analytics, and Applications Engineering teams.
· Directly negotiated and closed a sales deal for a technical client that was deeply integrated with the DataXu platform, then led the implementation to complete a 1 month exchange integration, which typically takes 3-6 months.

SKILLS

Technical Leadership
Technical Sales
Customer Success
Enterprise Architecture
Data Engineering
Technical Implementation
Management and Recruiting
Marketing Technology
Basic Data Science
Basic French

TECHNOLOGIES

SQL
AWS
Basic Python
Beginner Azure
ETL: Nifi, Talend, CloverETL
BI: GoodData

PROJECTS

AWS and serverless:
volumeweightconversion.com
Building a Lego recognition machine learning app.
Wordpress Blog: alatable.com

EDUCATION

Lehigh University

1994-2000
M.S. Mechanical Engineering
B.S. Mechanical Engineering
D1 Soccer Player

Oracle, *New York, NY — Senior Sales Consultant*

2010 - 2012

· Mapped Oracle database technologies to customer business needs and described return on investment to directly influence $2 million in sales during the first year with the company.
· Won teamwork and rookie of the quarter awards. Quickly became known as an expert in Exadata sales expertise, and was well-liked and known by the sales and technical teams.
· Presented the Exadata and Oracle's cloud vision center stage in front of over 200 people at the Oracle Cloud Summit in New York.
· Given very high ratings by management during yearly review.
· Ran hands-on workshops for customers, including presentations, demos, and hands-on labs on Oracle's database, Exadata, and GoldenGate products.
· Maintained engineered systems specification sheets for the Oracle sales community as quick references.
· Mentored new hires, helped with sales training, introductions to team, presentation skills etc.

Wrycan, *Boston, MA — Principal Consultant, Client Manager, Partner Manager*

2003 - 2010

· Managed the largest two clients for this 10 person content engineering and application development outsourcing company. Identified business needs and delivered technical and process solutions. Identified additional opportunities, wrote and presented proposals to client management. Responsibilities included contract negotiations, proposal creation, invoicing, and technical sales.
· Developed in Java and XSL

Accenture, *New York, NY — Consultant*

2000 - 2003

· Developer for two different start-ups in NYC, then spent a year at Dupont helping with an SAP implementation with a short stint fixing a slow process for Caterpillar.
· Selected for early promotion and rated top 2% in the company.