

Kevin Slifer

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Summary

I'm an IT Consulting and Professional Services leader with 16 years of experience in customer-facing technology solutions delivery. I've repeatedly proven that I can be trusted with challenging projects that involve enterprise adoption of emerging technologies like Conversational AI (STT, TTS, NLU) and Cloud Computing.

I'm most satisfied and generate the most value when I'm in a position that gives me the latitude to:

- ✓ Apply my engineering background in complex technical environments
- ✓ Implement and operationalize a culture of customer success to project delivery
- ✓ Positively shape opportunities, projects, and teams

My work ethic and multidisciplinary approach set me apart from my peers. I seek to continuously learn and lean in to things that I don't understand, which has led to having a diverse set of skills and experience to offer. My perspective: I've cultivated a growth mindset (instead of a fixed mindset) and an abundance mentality (instead of a scarcity mentality) over time. The rest is what happened as a result.



Professional Experience

10/2020 – present
NYC Area

• **Technical Delivery Director EPAM**

Currently leading the delivery of the Infrastructure Modernization pillar of an enterprise cloud transformation program for one of the largest customers in EPAM's Google Cloud practice.

External responsibilities include program delivery management, technical project management, weekly status reporting and MBR presentations, working with customer leadership teams as a trusted advisor, and collaborating with the Google Cloud account team on strategic opportunities.

Internal responsibilities include sourcing and staffing, project delivery governance, scoping and writing SOWs, and partnering with account management on financials and CSAT.

Contributions also include establishing collaboration across key resources in EPAM, the customer, and Google to advocate for transformation – plus the delivery of a full lifecycle cloud migration of a Windows Compute footprint as a standalone project.

11/2019 – 10/2020
NYC Area

• **Director of Google Cloud Practice Taos**

A leadership role in both customer-facing delivery and internal practice capacities, with accountability for the Google Cloud portfolio of the Professional Services Organization.



Professional Experience

Responsibilities cut broadly across sales engineering, service productization, account and project management, technical advisory and architecture, team staffing and skills development, portfolio P&L, and the alliance with Google.

Key contributions:

- ✓ Achievement of Infrastructure and Cloud Migration specializations
- ✓ Achievement of Google-Audited Managed Service Provider status with zero remediation for two consecutive years
- ✓ Inclusion in Gartner's 2020 Public Cloud Infrastructure Professional and Managed Service Providers Magic Quadrant

04/2018 – 11/2019
NYC Area

● **GCP Practice Lead, Cloud Professional Services Taos**

Delivery Manager of a business expansion into the northeast that generated first year growth of 20+ logos in the Google Cloud ecosystem as GCP became a mainstream CSP.

Responsibilities were both customer-facing and Google-facing, focusing on domain expertise, technical excellence, and the customer experience with Taos. This generated repeated customer success, multi-year, multi-faceted business with several enterprise customers, and a lynchpin reputation both within Google and Taos.

Key contributions:

- ✓ Just-In-Time development and delivery of services to meet the needs of the market
- ✓ Acquisition of every available Google Cloud certification to advance my own expertise
- ✓ Direct engagement with customer accounts as a hybrid TAM, TPM, and Cloud Architect

06/2017 – 04/2018
NYC Area

● **Principal Project Manager, Digital Cloud Solutions Nuance**

Delivery Lead for the deployment and optimization of Enterprise Virtual Assistant and Live Chat solutions to one of the largest telecom organizations in the world.

The engagement model was embedded Professional Services for a Conversational AI SaaS platform, implementing a cutting-edge AI stack of Natural Language Understanding (NLU), supervised and unsupervised machine learning, and predictive analytics.

09/2016 – 05/2017
Scranton, Pennsylvania

● **Director, Professional Services EDM Group**

A leadership role in the US division of a global BPO consultancy, reporting into the C-Suite.

Key contributions:

- ✓ Management of revenue recognition for the US Professional Services portfolio
- ✓ Strategic Project Delivery for the largest US customer (a fortune 50 insurance provider)
- ✓ Implementation of offshore capacity bursting and a first-generation PMO

08/2015 – 08/2016

● **Sabbatical**

I put my career on hold to pursue a once in a lifetime experience. My wife and I designed a lifestyle that would make us location-independent for a year.



Professional Experience

Our objective was simple – explore the world in a way that would never be possible with a family or in retirement. We slow-traveled literally around the planet, immersing in the cultures of sixteen countries while creating unforgettable experiences.

I taught myself WordPress along the way and built a website (whereschevin.com) to share our story in near real-time. The site generated over 100,000 unique visits from around the world, and inspired two other couples to take the same leap.

04/2012 – 07/2015
NYC Area

Principal Project Manager and PMO Lead, Enterprise Professional Services Nuance

Delivery Lead for the full lifecycle of Professional Services engagements ranging from \$500k to \$2M in services, with an average CSAT rating of over 9 out of 10.

Also responsible for the delivery methodologies and supporting tools and templates for a PMO with over 100 Project Managers, leading a shift to agile principles and engagement in an organization with a history of traditional waterfall execution.

Contributions in this role were recognized through exceptional feedback in annual performance reviews, and being awarded the highest possible performance ranking back to back in 2013 and 2014.

10/2007 – 03/2012
NYC Area

Senior Technical Project Manager, Enterprise Professional Services Nuance

Delivery Lead for Professional Services engagements to implement emerging technologies in the contact center space, notably:

- ✓ A first-generation Natural Language Understanding (NLU) enabled voice application
- ✓ A first-generation hybrid cloud CCaaS platform
- ✓ Analysis, optimization, and training of custom Speech to Text (STT) models

05/2005 – 09/2007
NYC Area

Technical Consultant, Professional Services Viacore

Viacore was a Professional Services Organization that delivered voice-enabled contact center solutions to Fortune 500 organizations. In October 2007, Viacore was acquired by Nuance Communications.



Certifications

08/2021

FinOps Certified Practitioner The Linux Foundation

03/2021

Terraform Associate HashiCorp

11/2020

Professional Machine Learning Engineer Google Cloud



Certifications

- 02/2020 ● **Professional Cloud DevOps Engineer**
Google Cloud
- 11/2019 ● **Professional Collaboration Engineer**
Google Cloud
- 09/2019 ● **PMI Agile Certified Practitioner (PMI-ACP)**
Project Management Institute
- 03/2019 ● **Professional Cloud Network Engineer**
Google Cloud
- 03/2019 ● **Professional Cloud Security Engineer**
Google Cloud
- 01/2019 ● **Professional Cloud Developer**
Google Cloud
- 11/2018 ● **Associate Cloud Engineer**
Google Cloud
- 10/2018 ● **Professional Data Engineer**
Google Cloud
- 06/2018 ● **Professional Cloud Architect**
Google Cloud
- 07/2013 ● **Project Management Professional (PMP)®**
Project Management Institute



Core Competencies

IT Consulting Professional Services Technical Project Management PMO
Program Management Waterfall Agile Technical Account Management
Service Delivery Management Sales Engineering Business Analysis
Critical Thinking Problem Solving Technical Writing FinOps Cloud Strategy
Cloud Architecture Cloud Migration DevOps Infrastructure Modernization
Change Management



Education

2001 – 2005
State College, PA

- **Bachelor of Science (B.S.) in Information Sciences & Technology (IST)**
Penn State University