

CHRISTOPHER DURBEN

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DELIVERING STRATEGIC ADVANTAGE THROUGH BEST-IN-CLASS CUSTOMER EXPERIENCES

Energetic and creative Senior Engagement Manager driving partner or client customer satisfaction, strategic goals, and financial results for Fortune 500, private, start-ups and public sector entities globally. Adept at building and leading high-performance, passionate teams. Leverages expertise to formulate strategies, design solutions and run programs meeting unique partner or customer needs while expanding new business and market opportunities. Significant track record of enabling and growing an ecosystem and delivering outstanding experiences in various industries including financial services, banking, and insurance. Develops trusting relationships with an exemplary ability to partner and build winning internal/external alliances. Possesses a natural ability through diplomacy and integrity to influence, motivate, and inspire people for success.

CORE COMPETENCIES

- Strategic Advisor • Team Leader • Interpersonal Skills • Trusted Advisor • Collaboration
- Delivery Excellence • Build/Maintain Client Relationships • Partner Relationships • Active Listener
- Communications • Client Focused • Multitasking • Analytical • Detail Orientated

PROFESSIONAL EXPERIENCE

FICO (Fair Isaac Corporation) – Bozeman, MT USA

Analytics Software Sales and Services

GLOBAL PARTNER SOLUTIONS SENIOR BUSINESS ADVISOR

2022 - 2023

Leveraged market-leading AI decision support, optimization, communication, and analytic capabilities to provide global consultative sales, business development support, innovation, and program coordination across various industries including banking, supply chain/logistics, and healthcare to partners and global system integrators (GSIs).

- Assisted and supported activities generating joint GTM (go to market) plans resulting in partner sales pipeline opportunities over \$100M US with a GSI.
- Engaged with partners or GSI executives and team leaders to conceptualize and design an end customer solution via a specific use case/business solution using consortium or custom data for models enhancing go to market (GTM) or current corporate activities.
- Coordinated and worked with internal Partner Center of Excellence to address GTM planning and training activities.

The Clariant Group – Iselin, NJ USA

Consultancy and Design Services

SENIOR PROGRAM MANAGER

2021 - 2022

Developed and implemented solutions via a partner focused on the end-user customer experience. Designed persona-driven user journeys, selected/procured integrated technology systems and program managed activities with a master system integrator (MSI). Supported the development of an employee experience mobile application.

- Participated or led pre-sales tasks for use cases and technologies for a \$1M opportunity to a privately owned global real estate investment, development, and management firm.
- Acted as a real estate subject matter expert for an IoT platform built for a 750,000 sq. meter new corporate headquarter site. Tasks included: coordination, monitoring, and managing the implementation of vendor systems such as car parking and Wi-Fi, space management, and wayfinding to support data requirements needed for MSI activities.

Bottenfield Inc. – Seattle, WA USA

Freelance, Consulting start-up.

DIRECTOR

2020 - 2021

Led delivery tasks though a partner for a \$500K financial services cloud migration project.

IBM – Dubai, United Arab Emirates

Technology provider and consulting organization.

SENIOR MANAGING CONSULTANT

2016 - 2020

Led the Global Business Services' Middle East Africa team in sales (\$250K to \$8.1M) and solution delivery activities through partners using methodologies as part of the IoT/Watson (AI) Solution Consulting Center of Competency. Brought expertise and consensus as a neutral advisor to bridge business requirements and solutions.

- Led sales and delivery activities on a \$1.5M strategic AI/IOT facility management initiative with the Singapore Housing Government Authority.
- Drove program management for an Integrated Workplace Management System design project with a world-leading manufacturing company.
- Project leader for a cognitive building real estate project with a public-sector client and its third-party contractors/consultants.
- Worked with various local partners for GTM planning, training, and marketing tasks.

Cisco – Dubai, United Arab Emirates

Develops, manufactures, and sells high-technology services and products.

SENIOR ENGAGEMENT MANAGER

2007 - 2016

Established and led a new start-up, multicultural, cross-functional consulting team for real estate, technology, facility management, construction, and design utilizing a partner ecosystem.

- Spearheaded creation and sales of \$100K to \$2M, delivering and executing a trusted advisory service methodology via a partner offering to clients in eighteen countries.
- Avoided a \$2M loss for a Korean smart city initiative, saving \$20M in pipeline opportunities.
- Achieved a 40% closure rate on opportunities.

Dell – Melbourne, Australia

Multinational computer technology organization.

SENIOR PROGRAM MANAGER

2003 - 2007

Provided IT outsourcing program management for 15,000 seats in Australia, Singapore, and New Zealand for clients in P&C insurance, healthcare and chemical manufacturing with a 39-person partner team. Drove 5% - 10% revenue growth by consistently invoicing AU\$80K to AU\$400K monthly, upselling over AU\$250K annually and meeting/exceeding key service indicators.

EDUCATION & TRAINING

MBA, Western Michigan University, Kalamazoo, MI/Curtin University of Technology, Perth, Australia

BA, Economics, St. Olaf College, Northfield, MN

Courses: AWS Cloud Platform, PMI/PMP, Prosci Change Management, ITIL, Microsoft Azure, and ServiceNow Platform

Corporate training: Partner GTM Strategies, Microsoft Products, Tableau, Design Thinking, Emotional Intelligence, Business Development, Cloud Enterprises, Big Data, Business Intelligence, Analytics Tools, Data Governance, Data Warehousing

ADDITIONAL SKILLS

- Business Development • Problem Solver • Entrepreneurial • Organizer • Performance Metrics
- Multitasker • Executive Relationships • Influencer • Consensus Builder • Negotiator