

# Nils D. LaVine, PMP, CSPO

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## VISIONARY OPERATIONS MANAGER – Program Management, Process Analysis and Business Transformation

### Exceed cost, quality, and timing targets | Creative & effective solutions to difficult problems

I am a purpose driven and accountable problem solver who leverages agile program management, business operations, financial management, technical expertise, and leadership skills to achieving strategic and tactical objectives. Expert in resolving inefficiencies and developing clear, understandable action plans. Thrives leading cross-functional teams. Effective communicator at all levels. Expertise in:

- Operations & Product Development
- Organizational Leadership
- Tactical & Strategic Planning
- Project, Program and Portfolio Management
- Financial & Contract Management
- Business Process Analysis & Optimization

## PROFESSIONAL EXPERIENCE

### TRACKtech, Denver, CO

2017 – 2021

Technology solution provider that addresses the challenges of high recidivism rates and overwhelming caseloads faced by those responsible for community supervision.

#### Operations Director

Oversaw TRACKtech's operations and product development by leading Site Reliability Engineering (SRE). Maintained captured customers relationships, ensuring Customer Excellence.

- Acted as Chief Operating Officer for 18 months.
- Responsible for SRE through planning, executing, deploying, and supporting all product development and improvement projects. Deployed 3 new products and over 50 product improvement projects, all within time, budget, and customer expectations. Effective at Stakeholder Management.
- Developed, optimized, and documented processes required to successfully scale, launch, and sustain a disruptive technology. These processes allowed our products to become adopted within 6 months.
- Participated in Business Development activities at Federal and State levels. Developed Request for Proposal (RFP) responses and Statements of Work for proposed activities.
- Onboarded & supported the first organization to TRACKtech's monitoring and rehabilitative solution, increased that to 6 different organizations in 24 months, and then to over 12 community supervision agencies. All customers responded with excellent reviews of TRACKtech's products, services & support.
- Brought a focus on cost control and efficiency that allowed a startup in the Committing & Validating phases to transition to Scaling. Transitioned from a Minimum Viable Product to a deployed multi-tenant SaaS & mobile platform that enhance Probation & Parole officer situational awareness and workflow in the field.
- Mastered mobile & web technologies, to include integration and architecture of different network transport methods (voice, mobile data & wifi) and Mobile Device Management (MDM), that enhanced monitoring of individuals on community supervision by over 2 orders of magnitude. This was accomplished within 6 months and resulted in the generation of patent pending Intellectual Property.

### PIVOT INDUSTRIES, Denver, CO

2015 – 2017

Reduces the cost of supplying maintenance and operations items to construction, mining and energy industries.

#### Director – Customer Process Analysis

Led analysis of Pivot Industries incident management tools to positively impact organizations' operations.

- Developed use cases of Pivot Industries technologies for major heavy equipment manufacturers. Results from use cases were successfully presented to Fortune 100 companies and helped develop strategic partnerships between Pivot Industries and these organizations.

- Developed process analysis models of customer's maintenance & logistics operations and then modified them to include the impact of using Pivot Industries incident management tool. My process models helped identify resource requirements, bottlenecks, and inefficiencies within customer's operations and supported Pivot's mission: the mitigation of financial, technical, operational, and legal risks.

**ALION SCIENCE AND TECHNOLOGY, Boulder, CO****2006 – 2015**

Delivers advanced engineering, IT and operational solutions to strengthen national security.

**Company Director - Operations Manager****(2007 – 2015)**

Directed a geographically distributed, best in class, Research & Development focused, Systems Engineering and Human Systems Integration business unit of 4 managers and 80 associated personnel. Responsible for the business unit's profit and loss, program management, budgeting, contractual action, vendor management, business development and resource management. Provided technical and project management expertise for government and commercial software development and technical services programs with an emphasis on end customer experience and operationally integrating people with technology/systems.

- Conducted Portfolio, Program and Project Management to coordinate and successfully execute over 50 projects and 8 software products totaling over \$100M.
- Conducted a systems focused business transformation analysis of that allowed a major healthcare delivery customer to guide their facility development process and save over \$100M in operational costs.
- Saved a customer over \$15M on a \$100K investment by conducting a continuous process improvement analysis for a real-time, GIS focused operations center.
- Led a successful \$20M profit/loss center. Worked over 50 captures/proposals annually. Increased revenue by 17%. Top Net Income producing organization. Increased Net Income by over \$400K annually.

**Director - Division Manager****(2006 – 2007)**

Led an industry recognized team of 24 individuals focused on conducting Human Systems Integration activities associated with DoD acquisitions and optimization of commercial processes. Responsible for profit/loss, program management, budgeting, resource control and new business development. Responsible technically and financially for the execution of numerous DoD, Government and Commercial Human Systems Integration tool development and analysis programs.

- Conducted Project and Program Management to successfully execute over 15 projects and 3 software products totaling over \$15M.
- Reduced NASA launch personnel by 50% by executing a tool development and analysis program for NASA's Kennedy Space Center to investigate transition from a personnel heavy Shuttle Launch Program to the next generation Crew Exploration Vehicle.
- Reduced NYSE trading floor personnel by 66% and sped up order execution by over 2 orders of magnitude for the New York Stock Exchange that allowed the NYSE to validate their trading rules to transition from a specialist-broker transaction model to an automated approach for conducting stock transactions.
- Led \$4M profit/loss center meeting goals in revenue and exceeding net income goals by over 100%.

**MILITARY EXPERIENCE****UNITED STATES ARMY – Lieutenant Colonel (Retired)****(1983 – 2004)**

Held various command and staff positions in units ranging from active cavalry platoon to training groups. Served as a Platoon Leader, Company Commander, Logistics Officer, Operations Officer, and Training Officer.

**EDUCATION****Master of Science**, Civil Engineering Colorado State University Ft. Collins, CO**Bachelor of Science**, General Engineering United States Military Academy West Point, NY**CERTIFICATIONS****Program Management Professional – PMP****Certified Scrum Product Owner – CSPO****Lean Management**