

# JOHN WILLIAM DYESS

19 Estelle Street  
Houston, TX 77003

Phone: 832.439.9084  
Email: johnwdyess3@gmail.com

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## Executive & Operations Management Professional

A top-performing senior executive & operations manager with over 20+ years and credited with combining effective operations processes and business development expertise to deliver substantial revenue growth in highly competitive business markets, including both private and public sector. Proven expertise in management capability as exemplified in myriad of supervisory roles including leadership in law enforcement organization, sales teams, P&L management, and operations and product management. Unparalleled proficiency in implementing incentivized programs aimed at leveraging employee output, reducing costs, and increasing efficient operations. Possesses a keen capability of diagnostic analysis that avails a proactive, solutions-oriented disposition. Highly accomplished in driving and mobilizing small and large high performance interdisciplinary teams and building and maintaining relationships. Proven success in developing successful strategic plans.

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### Areas of Expertise

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|--------------------------------|----------------------------|-----------------------------|
| ▪ Effective Leadership         | ▪ Innovative Programming   | ▪ Operations Management     |
| ▪ High-Level Sales Proficiency | ▪ Competitive Intelligence | ▪ Tactful Communication     |
| ▪ Strategic Planning/Analysis  | ▪ Business Expansion       | ▪ Sales/Forecast Management |
| ▪ Industry Networking          | ▪ Financial Administration | ▪ Increase Employee Morale  |
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### Key Skills Assessment

**STRATEGIC COMPANY PERFORMANCE** – Develop and implement strategic and tactical sales and operations avenues to aggressively develop company-wide revenue growth.

**PERSUASIVE COMMUNICATION** – Committed to coordinating and leading internal teams through the exchange of knowledge, experience, and goal sharing to optimize strategies and drive profitability.

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### Professional Experience

#### **SAM HOUSTON STATE UNIVERSITY, HUNTSVILLE, TX**

May 2015 – Ongoing

##### **LECTURER**

- Enlightens students and enhances overall academic experience in the study of undergraduate and graduate courses on human resources theory and practice, and scientific research in Criminology and Criminal Justice

#### **HARRIS COUNTY SHERIFF'S OFFICE, HOUSTON, TX**

2009 – 2015

##### **CHIEF ADMINISTRATIVE OFFICER**

- Saved taxpayers more than \$120M – and reallocated \$215M from jail operations savings over 6 years through the assumption of strategic management and leadership of business and organizational process, including all of the following: media management; human resources operations; information technology and fleet operations; facilitation of all law enforcement applications; finance, accounting and asset management and procurement; provision of legal services, internal affairs functions, conducting of criminal investigations, and inspections and compliance procedures.
- Directed Criminal Justice studies and implemented changes in such areas as HIV/AIDS inmates and sexual assaults in the corrections, mentally-ill arrests, targeting of violent criminals in the county, and CPS investigation resources. Directed both policy and legal research and directly supervised the quantitative analysis from a staff of 3 statisticians.
- Managed the agency budget to be slightly under budget for 4 consecutive years. In 2014, expenses were \$421M including over 400 new positions and a \$27M pay increase. Expenses were \$425 in 2009.
- Revitalized and augmented many parts of the organization, including jail operations, the Real Time Crime Center, the Crisis Intervention Response Team, recruitment processes, among others.
- Increased employee retention and hired 714 people in 2014 by improving processes.

- Created a fully functioning IT organization that provided 24 hour support for more than 3000 computers, built new applications in-house, and managed highly confidential law enforcement data in owned servers.
- At the organization's Academy in which all 5000 employees were required to complete a minimum of two weeks of training annually, the Core Values were required to be taught in every course.

### **Professional Experience (continued)**

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#### **INDEPENDENT CONSULTANT, HOUSTON, TX**

2006 – 2008

- Furthered organizations' capabilities by selling integrated communications solutions that included clients such as Avaya, Extreme, Motorola, NACR (W2 from December 2006 – December 2008) services and Telex with robust services integration to enterprise and public sector customers.
- Delivered increased communication capability during disaster and crisis response for the Jefferson Parish Sheriff's Office through the completion of major communications systems sale.
- Authored article published in Mission Critical magazine; August, 2008.
- Increased revenues, maximized profits, and provided funding (venture capital and debt placement) for small and mid-size companies through the provision of sound analytical business counsel.

#### **AVAYA COMMUNICATIONS, DALLAS, TX**

2000 – 2006

##### ***GLOBAL ACCOUNT VICE PRESIDENT (2001 – 2006)***

- Reduced costs and improved productivity through strategic management of team of sales professionals selling Avaya products and services as well as software and hardware solutions to a plethora of clients including Comcast, Cablevision, Liberty Media, Cox Communications, Charter Communications, France Telecom, Bell Canada, Lucent Technologies and Verizon.
- Enhanced interdepartmental collaborative efforts by fostering executive relationships.
- Sold customer software applications for call centers, self-service and mobility to increase market share.
- Achieved up to 111% of a \$25M quota through the selling of customer software applications for call centers, self-service and mobility to increase market share.
- Appointed Sales Achievers Club based on excellent sales results.
- Proliferated revenue and market share through effective management of relationships with CIOs at four strategic accounts.
- Changed the sales team over time to better meet the customer needs for highly skilled sales professionals.
- Garnered increased sales of applications by means of designing attractive proposals for clients with strong ROIs.
- Diagnosed pocket of company waste and converted into revenue-generating opportunity through the proficient management of an OEM product with Lucent Technologies, which was the resold into their products.
- Expanded company's market exposure and reach by strategically selling a new application to Bell Canada and France Telecom.

##### ***VICE PRESIDENT & GENERAL MANAGER (2000 – 2001)***

- Sustained \$300M revenue stream for Managed Services by way of assuming responsibility for managing team of more than 900 professionals and P&L, including sales, global marketing and offer related activities and IT, Product Management, Asset and Supplier Management, and Account Management.
- Renewed AT&T managed service agreement for four years valued at almost \$200M by strategically reinforcing Managed Services efforts to outsource and revitalized IT infrastructure to multinational corporations like AT&T, Citigroup, and Saudi Telecom.
- Conserved company internal and external expenditures and increased production by selling Operation Support Systems to customers that provided web online services for ordering, provisioning and billing.
- Achieved and highlighted in first quarter earnings report after business went public for year over year growth of 17% from base of \$307M for Managed Service.
- Improved gross margins from 58% to 64%.
- Amplified cash flow and revenue through the institution of asset management processes reusing software and equipment (\$400M customer and \$140M operational assets).

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## Professional Experience (continued)

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**LUCENT TECHNOLOGIES, DALLAS, TX**

1998 – 2000

***VICE PRESIDENT & GENERAL MANAGER***

- Widened Lucent Technologies' market outreach by promoting and maintaining executive relationships with customers in the US and internationally.
- Managed \$95m in revenue with \$50m profits by way of the initiation of responsibility for managing P&L as well as the oversight of more than 300 worldwide employees across a multitude of departments including sales, marketing, and engineering, operations (technical) and call center (customer service) for clients that included AT&T, British Telecom, and Comcast.

**AT&T, DALLAS, TX**

1996 – 1998

***SOUTHWEST REGION PRODUCT MANAGEMENT—VICE PRESIDENT***

- Spearheaded AT&T's entry into the local phone market in the southwestern United States by negotiation first actionable multi-million dollar contract, availing AT&T to both business and residential market entry.
- Negotiated first "Interconnection Agreements" in the country under the 1996 Federal Telecommunications Act.
- Acquired local market entry that resulted in a multi-million dollar contract over a five state territory through the development of a negotiating strategy and timeline that fostered reaching an agreement with Southwestern Bell.
- Earned increased support for AT&T market entry as prices and T&Cs for competition were established by government agencies through the development and presentation of public policy positions including State Commissions, the Department of Justice and the Federal Communications Commission.
- Expanded market share retention by cultivating business case and creating and supervising an Implementation Team for provision of local service in the Texas market.
- Planned and implemented local market entry in Texas.
- Responsibilities under this position were specifically and strategically designed to provide extensive knowledge and experience for contract negotiations and market entry and included development and execution of AT&T's Market Entry plan by creating a team that included Marketing, Product Management, Finance, Legal/Regulatory, Public relations and network planning expertise.

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## Education & Certifications

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**Master of Business Administration**, International Management, Golden Gate University, San Francisco, CA**Master of Science**, Criminal Justice Management, Sam Houston State University, Huntsville, TX**Bachelor of Science**, Management, University of San Francisco, San Francisco, CA

Radiotelephone License—First Class, Federal Communications Commission

Certified Correctional Executive, American Corrections Association