

DIANA KYSER

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BUSINESS OPERATIONS EXECUTIVE

American Express, LexisNexis, TheLadders.com, JP Morgan Chase, C3i

Operations Executive, Technology Expert and People/Organizational Leader, providing strategic thinking and technical know-how to bring people, technology and processes together to solve complex business problems. Talented problem-solver, providing change transformation in complex global and matrixed organizations to exceed P&L objectives, drive top-line revenue growth and deliver strong bottom-line profits.

2015 NJBIZ Best 50 Women in Business Winner

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

SWK TECHNOLOGIES, East Hanover, NJ 2016 – Present
(Publicly traded (QXO) ERP Consulting, Managed Services and Software publisher)

Chief Operating Officer

Second-in-command of this wholly owned subsidiary of QXO, Inc.. Recruited to overhaul the company's operations. Responsible for operations, finance, and all of ERP consulting and Managed Cloud Services divisions. Significantly improved operating margins. Company was uplisted (as SSNT) on NASDAQ nine months after joining. Integrated multiple acquisitions and scaled operations to accommodate almost 100% growth.

COO ON DEMAND, Summit, NJ
(Outsourced Chief Operating Officer services)

2012 – 2016

Founding Partner

Providing executive-level operational expertise on an interim and part-time basis to companies from start-up to \$50M in revenue in a wide range of industries. Executing a number of operational consulting projects to improve efficiency, productivity and organizational effectiveness, resulting in significant increases in profitability for clients.

LEXISNEXIS, New Providence, NJ 2011–2012
(Publicly traded division of Reed Elsevier, \$9B global provider of business software solutions to the legal market)

Senior Director/Acting VP, Search Engine Marketing (SEM) Fulfillment Operations

Recruited into newly created position to revitalize SEO/web fulfillment operations. Provided strategic operational leadership to a team of 100 developing Websites, SEO, PPC, and social marketing campaigns 6000+ law firms.

- **Reversed productivity decline in < 12 months, exceeding targets and industry averages across all categories:**

- **Customer Satisfaction: 13+ point improvement** as measured by NPS customer satisfaction index.
- **Customer Retention: 200% SEO customer retention improvement**, from low 30s to as high as 63%.
- **Employee Satisfaction: 17% improvement** in departmental employee engagement score.
- **Revenue and Profit Growth: 105.5% of target for revenue attainment; 110% for gross margin.**
- **New Business Development: 42.9% expansion of customer base.**

THELADDERS.COM, New York, NY 2007–2010
(Premier online recruitment firm for \$100K+ professional & executive job seekers)

Vice President, Customer Operations & Human Resources

Recruited initially to build and rapidly scale-up customer care operations, call center and account management, and then HR and corporate IT during period of rapid growth. Reported to CEO, with responsibility for 150 staff and 10 direct reports.

- **Introduced cutting-edge systems and integrated process improvement strategies across multiple functions, supporting corporate expansion and subscriber growth from 1.5 to 3.8 million.**

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- **Customer Care:** Built customer service organization with advanced CRM, ACD and call routing/management metrics to efficiently manage **growth from 5,500 to 12,800+ customer interactions** per week.
- **Sales:** Created outbound sales initiative with defined metrics that transitioned group from cost center to \$1.4M annual revenue contributor. As Interim VP of Sales, led sales team to **grow sales from \$600K to \$8.6M with positive EBITDA.**
- **Operations:** Renegotiated vendor contracts and **reduced annual operating costs by \$2.5M, making a significant contribution to the company achieving first-ever profitable year.**

EXCEEDGLOBAL, Short Hills, NJ - (*Professional & technical services consulting firm*)

2005–2007

Managing Partner

Launched start-up venture, built key account relationships with major pharmaceutical clients and delivered best-in-class technology and e-learning solutions, positioning company for successful sale to ClearPoint.

- **Partnered with SAP** to develop and launch online change management toolkit for their customers.
- Project-managed design of **global telecom client's customer service portal**, improving usability and adoption rate, strengthening the customer experience and reducing annual technology support costs.

PREMIERE GLOBAL SERVICES (XPEDITE), Tinton Falls, NJ

2003–2005

(*Global provider of conferencing & messaging solutions*)

Vice President, Global Customer Care

Led strategic operational and cultural transformation to meet critical fulfillment, quality and cost-saving targets, overseeing 300-employee division with 6 business and customer support centers in Australia, France, Germany, Japan, UK and US. Directed Professional Services, Sales Engineering and Order Fulfillment operations.

- Optimized call routing, email, knowledge management and self-service tools and technologies, significantly improving productivity while enabling **20% annual staff reduction.**
- Conceived, developed and implemented Remedy Customer Service and Support and eGain technologies globally, centralizing support and improving service levels and **customer satisfaction scores by better than 15%.**

JP MORGAN CHASE, New York, NY

2001–2003

(*Leading global financial services firm with assets of \$2.3 trillion and more than 240,000 employees*)

Vice President, eCustomer Support

Launched high-priority corporate outsourcing initiative leading eCustomer Support team for Chase Credit Card website. Served as relationship manager for internal and external service providers.

- Sourced and partnered with vendor in India to create offshore call center and directed successful transition of leading-edge outsourced support function that **grew to 1M customers in less than 2 years and saved \$1.3M.**
- Established SLAs and quality targets using Six Sigma methodology, resulting in 100% contract compliance.
- Pioneered *Voice of the Customer Program* leading to process improvements and call volume-related savings.

C3I, INC., New York, NY (www.C3I-INC.com)

1993–2000

(*\$100M provider of global technology solutions to the world's leading pharmaceutical and life sciences companies*)

Executive Vice President and Co-founder / Board Member

In collaboration with two partners, built this startup into a profitable \$100M market leader within the CRM services industry. Held P&L responsibility for Support Services division. Raised \$10M from VCs, eventually sold to Merck.

- Pioneered capital growth strategies and technology infrastructure for operations, human resources, a Corporate University, facilities and information technology that laid groundwork for explosive growth.
- Built state-of-the-art call center supporting 12,000 remote salespeople and mobile executives and providing responsive service to 30,000 inbound and 60,000 outbound calls each month.

AMERICAN EXPRESS, New York, NY

1988–1993

(*\$30B global financial services firm recognized as the industry thought leader in delivering superior customer service*)

Manager, Marketing - Promoted from Financial Systems Analyst

- Directed ground-breaking sales force automation project involving design and development of CRM system that enabled expansion of sales force by 300, while improving productivity and reducing administrative overhead.
- Led development and implementation of billing and finance, network and automated lead generation systems.

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EDUCATION, TEACHING EXPERIENCE & PROFESSIONAL AFFILIATIONS

Doctorate in Business Administration (DBA), Temple University, Philadelphia, PA

MBA, Concentration in Information Systems; New York University, New York, NY

BA, Concentration in Fine Arts; Birmingham-Southern College, Birmingham, AL

Part-time Lecturer, University of Vermont – Grossman School of Business; 2023 – Present. Farleigh Dickinson University; 2002 - 2013. Thomas Edison State College; 2012 - 2015

Non-Profit Board Activities

Board Member

- Vermont Public; 2026 - present
- Vermont Interfaith Action, Treasurer; 2026 - present
- First Unitarian Universalist Society of Burlington, Endowment Committee 2024-present
- Temple University DBA Alumni Diversity, Equity and Inclusion Advisory Board member; 2021-2023
- Summit Interfaith Council Anti-Racism Committee; 2020-2023
- New Jersey Technology Council; 2015-2019
- Women's Center for Entrepreneurship Corporation; 2011-2014
- Family Connections; 2011-2014

Board Chair, New Jersey Technology Council; 2017 – 2019

Five-time marathon finisher; Raised over \$14k for the Leukemia & Lymphoma Society for 2014 Boston Marathon