

Dr. Charles (Chuck) W. Rider

PhD, Doctor of Business Administration and Operations Management

Metro-Dallas, TX • Phone: 516-820-4817 • Email: chuck@351consulting.com • 351consulting.com

EXECUTIVE SUMMARY

An experienced business operations and technology expert, who brings to the table forty years of proven business operations achievements and wisdom gained from past projects, along with a command of technology architectures, implementations, and integrations. Leans into emerging AI technologies to apply new capabilities in innovative, strategic ways to solve complex business problems. Industry experience ranges from a global telecommunications giant to small technology start-ups with expertise in both commercial industries and US defense contractors.

PROFESSIONAL EXPERIENCE

351 CONSULTING, LLC – Founder and Owner (March 2024 – to present)

Founder of a Business Operations and Technology Consulting Practice, located in Lewisville, TX

Provide business operations and technology consulting services to a growing portfolio of clients. Develop and implement innovative technology solutions; leaning heavily into AI integrations to improve client productivity.

FUEL MANAGEMENT GROUP, LLC – Chief Operating Officer (Aug 2023 – March 2024)

Portfolio of US GenAI Technology Startup Companies, located in Leesburg, VA

Managed the business and technology operations for a multi-entity business portfolio of three AI technology startups. Responsible for the daily performance of the companies and developing the innovative intellectual property.

BIOMETRIC SIGNATURE ID – Chief Operating Officer (Oct 2022 – Aug 2023)

US Biometric Signature Identification Technology Company, located in Lewisville, TX

Managed both the business operations and technology development for biometric signature software company. Responsible for the design and development of their patent-pending intellectual property to drive business growth.

RIDER AUTO CARE – Owner/Operator (2019 – 2022)

Automobile Repair Shop, located in Carrollton, TX

Established, led, and grew by 15% a successful auto repair shop. Responsible for management, sales, operations, finance, human resources, IT, and marketing. Sold company to another local auto repair group in 2022.

NOMAD GROUP – Vice President, Technical Solutions (2007 - 2019)

Building Environment Automation Technology Company, located in Pueblo, CO

Responsible for the development, integration, automation, and management of all technology solutions to drive overall performance, productivity, and profitability companywide.

- Developed, integrated, and automated remotely manageable solutions for HVAC, lighting, and sound.
- Directed strategic shift of company from a “systems installer” to a provider of full-service solutions.

BUSINESS AND TECHNOLOGY CONSULTANT – Independent Consultant (2005 - 2007)

Self-Employed Business and Technology Entrepreneur, located in Emlenton, PA

Built a successful business and technology consulting practice to help companies with technology implementations. Developed custom software applications and integrations to help clients improve operations and profitability.

MERRILL CORPORATION – VP/GM Litigation Support Operations (2004 - 2005)

US Document Management Technology Company, worked at their office in Cleveland, OH

Transformed a start-up technology company into a successful process-driven, metrics-measured business. Held full P&L responsibility for growing annual revenue from \$12M to \$25M+ within a year.

- Saved \$4M+ annually by consolidating workflows and integrating business operations.
- Eliminated 30% from operational expenses the first six months; plus an additional 50% the next six months.
- Acting Site Executive for the Cleveland processing center, directed operational support for thirteen centers.

ZANTAZ, INC. – Vice President, Engineering and Operations (2001 - 2003)

US Data Storage and Archiving Company, worked at their office in Pleasanton, CA

Responsible for engineering, operations, security, business continuity and disaster recovery for a successful technology company. Developed and implemented software and processes to drive growth and savings.

- Trimmed 55% out of the capital plan and reduced the burn-rate of my department by 40% while supporting a 10x growth in customer traffic; the resulting annual budget was set at \$25M.
- Leveraged outsourced Data Centers to reduce facilities growth costs by 50%.
- Developed new architecture to increase processing capacity by 1,500% and reduce CapEx burn rate by 500%.
- Established a “contact-to-cash” best practices roadmap resulting in a 25% corporate-wide productivity gain.

ZAMBEEL, INC. – Vice President of Operations (2000 - 2001)

US Data Management and Storage Solutions Company, worked at their office in Fremont, CA

Responsible for directing company realignment focused on product development. Architected, implemented, and managed in-house and out-sourced data centers. Directed and developed product roadmap and custom software solutions. Converted customer service cost center into profit center by productizing support services.

VERIZON WIRELESS (formerly AirTouch Cellular) – Managing Director of Engineering & Operations (1994 - 2000)

US Global Telecommunications Corporation, worked at their office in Walnut Creek, CA

Key player in technology and operations architecture that drove rapid, massive growth from a PacBell spinoff into the one of the largest telecommunications giants, Verizon Wireless Corporation.

- Ensured smooth transitions during nine major mergers and over twenty acquisitions. Repeatedly integrated the systems, philosophies, projects, procedures, physical assets, budgets, and workforce of companies.
- Managed the Wide-Area and Local-Area Networks and desktop environments that support all of Verizon Wireless’ business ventures; 47 states and six foreign countries (over 80,000-networked computers).
- Received award and CEO recognition for driving a System and Operations Reorganization Team effort that reduced the company’s annual operating budget by \$27M.
- Quadrupled the company’s network capacity over four years and redesigned the core backbone to provide 99.999% availability while maintaining a flat budget. Modernized topology with no interruptions in service.
- Directly managed a \$150M budget and set the standard equipment and vendor lists for all market budgets.

LOCKHEED MARTIN (formerly Martin Marietta) – Team Lead (1987 – 1994)

US Aerospace, Defense, Security, Technology Corporation, worked at the office in New Orleans, LA

Leader on the team that restructured how the company would adapt and modernize work environment; worked with executive management to execute both strategic and tactical plans. Functioned as an internal business consultant to individual work groups on how to transform into alignment with the new business model.

CHROMALLY AEROSPACE TECHNOLOGIES, INC. – Senior Project Engineer (1981 – 1987)

US Aviation and Aerospace Corporation, worked at their office in Manchester, CT

Systems operator and primary programmer of the company's multi-user computer systems. Developed automated industrial solutions ranging from simple control systems to advanced robotics that could have resulted in 73 patents. Increased core product repeatability by 500% and reduced manufacturing costs by 25%.

EDUCATION

PhD, Doctor of Business Administration, Operations Management

Rochville University, Sarasota, FL, 2004, Summa Cum Laude

Master of Science, Computer Engineering

National Technology University, Fort Collins, CO, 1994, Cum Laude

Bachelor of Science, Electrical Engineering

LeTourneau University, Longview, TX, 1981 Minor: Computer Science