

William "Batch" Batchelder

BB@BatchBatchelder.com

832.413.4271

www.BatchBatchelder.com

Services & Operations Executive

Learn – Lead – Build – Restore

High performance Services and Operations executive with extensive Management, Change Leadership and Operations expertise gained through 14 years with large consultancies, start-up technology companies and multi-national software conglomerates. Through multiple acquisitions led the integration of companies toward a more customer focused cross-functional standard across the Customer Support, Product Development, Product Management and Professional Services organizations. Experienced across energy/utility environments including independent power producers, wholesale and retail energy marketers and regulated utilities. Demonstrable history of achievement as a leader in software and services delivery.

KEY AREAS OF EXPERTISE

Merger/Acquisition Integrations	Team Building and Leadership Development	Infrastructure and Operations Build Out & Management
Process Improvement and Best Practices	Global Customer Support Infrastructure	Financial Planning and Budgeting
Customer Escalation and Conflict Resolution	Proactive Customer Relationship Management	Strategy Development and Execution

EMPLOYMENT HISTORY

Ventyx, an ABB Company (formerly The Structure Group)

Houston, TX

Senior Director - Customer Support , Americas

December 2010- December 2011

- Directed Customer Support activity in nine Ventyx Centers of Excellence (COEs) for all products in the world's broadest suite of utility-specific software systems, including:
 - more than 400,000 Asset Management users in more than 40 countries
 - more than 400 SCADA and power applications control room installations worldwide
 - more than 100,000 licensed mobile workforce management users worldwide
 - the largest market share of worldwide energy analytics solutions users
- Oversaw 120 staff across six cities within US, Australia and Canada with indirect responsibility for customers and staff in Europe.
- Responsible for supporting and retaining \$100M+ maintenance portfolio servicing over 600 customers, including:
 - Asset Management & Equipment Reliability
 - Customer Management
 - Energy Portfolio Management
 - Mobile Workforce Management
 - Network Management
 - Business Intelligence
 - Custom Solutions
- Critical point of contact in resolution of escalated issues with key customers.
- Aggressive agent of change in a series of reorganizations and restructuring initiatives, integrating legacy company support organizations and leading the reverse integration of ABB Network Management into the Ventyx software support model.

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Director - Customer Support, Energy Portfolio Management August 2009 - December 2010

- Led the integration of three acquired companies support organizations into a single, cohesive operational structure with common processes, tools and customer experience.
- Directed customer support activities for the Energy Portfolio Management product suite, including functional and technical troubleshooting, issue resolution and executive escalation.
- Developed, implemented and managed client support processes in order to efficiently deliver exceptional service to achieve maximum client retention.
- Performed trend analysis to identify service opportunities for existing clients and drove the solicitation and collection of regular client feedback through surveys, user groups and personal interaction.
- Managed client satisfaction, service level and performance target reporting and developed/refined internal processes to maximize productivity, accuracy, and timeliness.
- Worked with other department leads to organize, coordinate and facilitate customer contact including customer support issues, software implementation schedules, client training, new software features and new products.

Senior Manager - Customer Support, nMarket Suite January 2008 - August 2009

- Directed all customer support activities for the nMarket product suite, an integrated, bid-to-bill solution supporting regional energy markets (ISOs/RTOs) for every operational North American power market.
- Supported functional and technical troubleshooting, issue resolution and executive escalation.
- Coordinated with nMarket and customer executives to develop, implement and manage client support processes in order to efficiently deliver exceptional service to achieve maximum client retention.

Consulting Manager April 1999 - December 2007

- Customer, Project & Staff Management - ensured on-time deliverables within budget
- Delivered systems, business process & training solutions to client satisfaction
- Ensured delivery according to company initiatives, processes and methodology
- Conducted presentations and delivered materials to project stakeholders and executives

Andersen Consulting (Accenture) Analyst

**Atlanta, GA
January 1998 - April 1999**

EDUCATION

Bachelors of Business Administration - Mississippi State University
Cum Laude

PROFESSIONAL DEVELOPMENT, CERTIFICATIONS & AWARDS

- Pragmatic Marketing Certified
- Ventyx Sales University
- SalesFX Solution Selling
- American Management Association – Developing Executive Leadership
- The Leaders Institute – Fearless Presentations
- SkillPath – Total Customer Service
- SkillPath – Sparking Innovation and Creativity
- SkillPath – Conflict Resolution and Confrontation Management
- Oxford Princeton Energy Programme – Energy Risk Management
- Structure – Impact Player Award
- Structure – Core Values Stewardship Award