Town Advisory Board (TAB)/
Citizens Advisory Council (CAC) Application

Name of the TAB/CAC Applying for: **Enterprise**

TABs and CACs were created to assist the Board of County Commissioners in an advisory capacity with the decision-making process in the governance of the unincorporated towns and areas of Clark County. There are 8 TABs and 6 CACs that are appointed by the County Commission and 5 TABs that are elected. Each TAB or CAC consists of area residents that serve without compensation for two-year terms and attend regularly scheduled public meetings throughout the year.

Full Name: Michael Walsh

Phone Number:

Email Address:

Home Address: 4185 W. Serene Ave, Las Vegas 89139

Mailing Address: 4185 W. Serene Ave, Las Vegas 89139

Employer: self employed

Occupation: Technology

Note: This document and accompanying materials become public record once received by Clark County.

- To be eligible to serve, you must be both <u>a qualified elector</u> (eligible to vote) and <u>a resident of the unincorporated town or area encompassed by the TAB or CAC</u>. Before you continue, please indicate if you meet the eligibility requirements: Yes ⦿   No ○

- Meeting days, times, and frequency vary from one TAB/CAC to another. The schedules are listed here: https://www.clarkcountynv.gov/government/departments/administrative_services/town_liaison_servic es/tab_cac_information.php

  If appointed, will you be able to attend meetings on a regular basis?   Yes ⦿   No ○

- Have you attended a Planning Commission or County Commission meeting? Yes ⦿   No ○

- Have you attached the <u>REQUIRED</u> resume or letter of interest? Yes ⦿   No ○

Last Revised on 8/2/2022

📎 Resume

For the following questions, please feel free to attach additional pages as necessary.

Have you attended a TAB or CAC meeting in Clark County? Yes ⦿   No ◯

If so, which one and what was your experience?

I have attended several of the of the TAB since moving to Enterprise 6 months ago. My experience was positive and the Enterprise Town Board seems to be well versed in zoning and title 30.

Please list any boards or committees that you currently serve on:

I sit on several private company boards in technology and employment companies.

Why are you interested in becoming a member of your TAB or CAC?

I have a vested interest in the developing land around enterprise as it directly impacts my home and that of my neighbors.

I verify by my signature below that all statements made on this application, as well as attached information, are true and complete to the best of my knowledge. I understand that an electronic signature has the same weight and effect as a handwritten signature. I understand than an incomplete application or any modifications to this application will not be accepted or considered.

Michael Walsh (Nov 1, 2022 15:30 PDT)   Nov 1, 2022

Signature   Date

You can submit your application and resume/letter of interest by fax to 702-455-3558, by email to AdministrativeServices@ClarkCountyNV.gov or by mail to: Clark County Administrative Services
Attn: Agenda Coordinator
500 S. Grand Central Pkwy, 6th Floor
Las Vegas, NV 89155

Last Revised on 8/2/2022

MICHAEL WALSH

Long Beach, California

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SENIOR TECHNOLOGY & OPERATIONS EXECUTIVE

PROFILE

Senior Executive with over two decades in technology implementing visionary business strategies. As a technologist, I thrive on designing and leading creative solutions to complex business problems. My leadership skills enable me to pull together and motivate a team to flawlessly execute on the visions of the company. Job experience has spanned technology development, technology sales, product development/management, merger and acquisition, business development, strategic product marketing, and general management with P&L responsibilities. Broad exposure to all aspects of business has taught me the importance of managing to the financials.

KEY AREAS OF EXPERTISE

Visionary Business Strategist	Team Building - Leadership	P&L Responsibilities
Leading Edge Technology	Logical & Technical Analysis	Solutions Architecture

EMPLOYMENT BACKGROUND / TRANSFERABLE ACCOMPLISHMENTS

CEO & FOUNDER   Jan 2017 - present

Agile Force – Agile Force is a SaaS/IoT company developing the most inclusive social career technology in the HR tech space. Our solution will help elevate the hourly employee and transform the employment process through our remote employee engagement technologies and the Universal Application.

MANAGING MEMBER   Jan 2021 - present

Laboratory Services of America – LSA is a CLIA & COLA certified laboratory. We acquired the laboratory as part of our efforts during the global pandemic to aid schools and business return to work by providing onsite COVID testing services.

CTO & SVP   June 2013-Jan 2017

iHeartMedia – As the leading media company in America, iHeartMedia and Entertainment delivers music, news, talk, sports and other content to diverse audiences across multiple platforms, including: broadcast stations; online, via iHeartRadio and on its stations' hundreds of websites reaching 260 million listeners over broadcast and 90 million online users monthly.

Accomplishments & Responsibilities:

- Responsible for all systems supporting iHeartMedia, Total Traffic & Weather, Clear Channel Outdoor and International driving $6B in annual revenue. Teams include product, development, QA, Dev Ops, Architecture, training & documentation and support.
- Replaced legacy quoting system with Salesforce CRM including a custom CPQ integrated to the back-office ERP systems. Enabled 4500 sales & sales support to dynamically build media proposals

on the fly.

- Developed vision and strategy for replacing the 3 custom ERP systems and 3 financial systems with a mix of custom and off the shelf software. Transformation is underway, when complete will result in $65M in operational savings.
- Using big data, cloud technology, machine learning and advanced model analytics, the team is building new proposal & schedule optimization engines to drive higher utilization of the media inventory and simplify the selling process through suggestive proposal output.
- Received provisional patent on dynamic inventory allocation to external market-places. In the past was used with Google and now with 3rd party media aggregators to deliver unsold media via alternative buying channels.
- Enhanced team's capabilities through continued learning and training while continuing to support legacy systems. Team is now fully versed on some of the most leading edge technologies being used today.

CIO   April 2012-May 2013

TAX CREDIT CO.

Tax Credit Co. – Small firm dedicated to delivering comprehensive solutions to simplify high-value, complicated tax credit and IRS compliance programs.

Accomplishments & Responsibilities:

- Interim CIO to help founder build out his cloud strategy for supporting the largest tax credit customers in the US. GAP, Ralph Lauren, and Starbucks were some of our customers.
- Built out customer tax credit screening and processing systems on the force.com. Despite the companies small size the complexity of these systems was more sophisticated than the any of the big 8 accounting firms allowing us to win the fortune 50 clients.
- Integrated the analytical research models developed by our in-house PHD into our cloud based tax credit processing system which allowed us to declare for our clients two of the largest refunds ever processed by the IRS for a corporation.

CIO & VP TECHNICAL SUPPORT SERVICES   2009-2012

D-Link Systems – Technology & Services head for North American and European divisions. Report to President of NA & EU. $1B Networking Company with 127 sales offices in 64 countries and 10 global distribution centers serving 100 countries worldwide.

Accomplishments & Responsibilities:

- Full responsibility for North American and European technology including, infrastructure support, network security, business application development and network operation center. 7x24x365 operations.
- Led the ERP Globalization project to move US, Canada, and Europe on to a single virtualized platform and standardizing our logistics processes. By implementing Automated Warehouse Management in conjunction with Transportation and advance scanning technologies we have improved our inventory turn rate and lowered our labor costs.

- Transformed the IT team from a non-productive and backlog department, to an Agile focused team that leads the company in productivity. Through my leadership, the team's efforts resulted in a case study by Gartner; an appointment to Salesforce' CIO Advisory Board, and a customer story by Google.
- Responsible for global rebranding, redesign and launch of a global .com site and new partner portal for the channel business. Multi-dimensional team leadership pulling together, sales, marketing and IT in 3 different OBU's to work together as one team, a first for D-Link in their 25-year history.
- Responsible for the development of a complete social strategy for D-Link involving the multiple levels of engagement, from service monitoring/support, proactive engagement, to the highest level of brand management and awareness. With limited retails opportunities, we shifted our focus to on-line presence through Amazon.

VICE PRESIDENT TECHNOLOGY AND STRATEGIC PARTNERSHIPS   2005-2009

L-3Communications – Divisional technology head for BPO division of L-3. Report to Divisional President. $15B L-3 Communications is a prime contractor in Command, Control and Communications, Intelligence, Surveillance and Reconnaissance (C^{3}ISR), Government Services, Aircraft Modernization and Maintenance (AM&M) and has the broadest base of Specialized Products in the industry.

Accomplishments & Responsibilities:

- Full responsibility for all divisional technology including, infrastructure support, network security, business application development and network operation center. 7x24x365 operations. Successfully implemented a yearlong project to completely replace the application and network infrastructure, migrating from a legacy windows NT/2000 to a Windows 2008/Active Directory/ Exchange 2007 platform.
- Designed the technology architecture for L-3's key government contract win in Nov. 2008. The US Contact award is for $2.5B for Contact Center Services to the GSA over 13 years.
- Responsible for all technical and operational partnerships for subcontracting and bidding strategies for government bids. During my tenure, we developed over 25 partners key to bidding on government opportunities, including several of our largest competitors in the commercial markets.
- To insure our IT services are best practices we initiated the adoption and implementation of ITIL practices. This insures that we can meet PCI standards, SOX requirements and compliancy as well as FISMA adherence for government contracts.
- Management of all 3rd party consultants, sub-contractors and service providers against the agreed upon SLA's set for clients and services offered.
- Lead internal marketing team on website redesign, new media development, and divisional marketing.

CONSULTANT   2004-2005

Toyota Financial Services on Project Revolution, which is a 3-year project to update all customer facing and core software supporting the financial services division.

Accomplishments:
- Designing business strategies and providing configuration guidance for the Recovery Management Software and new SMG3 scoring model implementation that will support all charged-off, fraud, legal, 3rd party placements and bankruptcy departments.
- Process re-engineering for the implementation of new Siebel front end, Unified Customer Database, and Shaw Spectrum to replace core financials and primary customer facing interfaces.
- Subject Matter Expert for telecom sub-projects including Blue Pumpkin upgrade, Genesys inbound/outbound implementation, and Avaya switch upgrade.
- Providing project management and team guidance to accelerate the implementation dates. Results to date have led to a 10-month improvement on the installation date and a dollar improvement of $5M.

VICE PRESIDENT INFORMATION SERVICES   2002-2004

3R Companies – Long Beach, California. Private firm with 100M+ in annual revenues. Responsibility for all technology and business development activities across five (5) divisions; 3R Contact Center, 3R Bancorp, 3R Ventures, 3R Telesolutions and 3R eSolutions.

Accomplishments:
- Designed a world class contact center infrastructure capable of supporting over 10,000 remote agents in three countries, US, Canada, and India. Technologies included ACD, IVR, Network Routing, CTI, Predictive Dialing, CRM, Order entry, Work force management, VOIP and VOFr over private and public networks worldwide.
- Implemented NOC in India to provide global operations support, network monitoring and security observation. Operations monitor and control all remote agent locations and the central communications hubs in the US.
- Launched 3R Ventures, a technology investment company. Projects included Natural Language Processing technology and Enhanced Telephony Platforms (VXML,VOIP).

PRESIDENT   2000 – 2002

Responsum Inc (Formerly Answers.com) – Los Angeles, California. Recruited by an international technology investment firm to streamline and turn around a startup software company. Early stage company with revenues $1M+ with 80 employees in 4 domestic offices, and 1 International office, Hyderabad, India. Full P&L responsibilities for finance, sales/marketing, and operations.

Accomplishments:
- Secured an OEM/distribution partnership with the most regarded technology in the field. New product line went to market with the advantage of product superiority and exclusivity.
- Shifted the revenue model of from an ASP to a license and support model to increase the average price per sale and to accelerate the revenue recognition.
- Acquired another software company to fill a gap and speed time-to-market with a new product

that was brought to market in 6 months including a redesigned database and transaction-based servers.

- Architecturally redesigned the underlying database structure for the knowledge based and web presentation modules to improve performance and provide scalability on an ASP level.
- Spear headed technology expansion into several new market places including online training and education, and supply/demand chain interaction. Developed all product specifications and market requirements.

DIRECTOR , PRODUCT DEVELOPMENT & STRATEGIC MARKETING   1995 - 2000

Aspect Software (Formerly Davox Inc). - Dallas, Texas
Call center software company. $90M Sales with 400 employees in 9 offices.
Responsible for overall development of business partnerships.

.Accomplishments:

- Planned, developed, and executed a partnership program for the integration of key CRM software components that took the company from 2 partnerships to 12 in less than 12 months.
- Turned around problem acquisition integration into a success by reassigning key personnel to controlling positions and implementing a results-focused integration plan.
- Led a team of key personnel in development of next generation technology enhancements for the product line. Feature enhancements resulted in filing for a patent on a unique methodology for building business rules software. Patent awarded.
- Open European direct sales and support office in 1995 and Mexico office in 1998.

MANAGER OPEN SYSTEMS   1990 - 1995

Citibank (Formerly The Associates) - Dallas, Texas
Credit Card Information Processing Division. Revenues $50B with 14,000 employees.
Responsible for all new technology development and management of open system.

Accomplishments:

- Developed and implemented a leading-edge technology Credit Card Decision Support System. Researched new Business Intelligence technologies to move and analyze large amounts of data from a legacy environment to an open systems environment. Eliminated the need for a $4M mainframe upgrade.
- Assembled a large re-engineering team of 30 people to restructure and streamline Credit Card operations and processes resulting in cost savings projects of $9 million annually.

SYSTEMS DEVELOPMENT MANAGER   1987 - 1990

MBNA - Dallas, Texas – Managed development of Bank Card systems. Included development and maintenance of mainframe CICS systems, Card processing batch systems, and plastic/statement production systems.

APPLICATION PROGRAMMER   1984 - 1987

JCPenney - Dallas, Texas – Mainframe programmer for Saving & Profit Sharing systems. Coded and maintained online and batch COBOL programs.

PRE-CAREER JOB HISTORY   1974 - 1984

Paper boy at age 12, Maintenance worker at age 14, Pizza cook at age 16, Bar manager through College until graduation. Hard work ethic.

EDUCATION

BBA Degree (Business Information Systems & Finance) – 1984 – Univ. of North Texas - Denton, Texas

Series 6 & 63 SEC license – 1987

American Bankers Association Credit Card Management Program – Univ. of Oklahoma – 1990

Certified Oracle DBA program – 1994