



# Johnny Whitesell

## Program Director

### Program Director Summary

I focus on aligning company initiatives with strategic goals, ensuring every program is guided by a clear and actionable vision. My role centers on translating high-level strategy into operational execution, driving cross-functional collaboration, and delivering measurable outcomes that support long-term business success.

### Professional Experience

**Compucom Systems, Inc.** • 2016 – Present

*Program Director*

Promoted to Program Director after serving as a Service Delivery Manager, where I led a team of dispatch and dedicated field technicians. My journey with Compucom began in the early 1990s as an entry-level technician fresh out of college. Over the past 30 years, I've built a career rooted in field dispatch operations, gaining deep expertise and insight into service delivery. This experience has enabled me to consistently drive exceptional service outcomes for our customers.

- **Client Engagement & Advocacy**
  - Act as the client's advocate within Compucom, owning overall P&L, account growth, and gross margin performance.
  - Build trusted relationships with senior customer stakeholders, aligning Compucom's services with their business and IT goals.
  - Lead planning for incremental growth and strategic innovation roadmaps.
- **Program & Delivery Oversight**
  - Manage day-to-day operations of customer relationship teams, ensuring high-quality service delivery and zero churn.
  - Oversee service level achievement (SLA) across onsite, remote, and shared services.
  - Govern operational, commercial, and strategic aspects of client contracts.
- **Revenue Forecasting & Financial Management**
  - Lead revenue forecasting based on sales volume, client data (e.g., app releases, end-user changes), and historical trends.
  - Manage invoicing, revenue collection, and Days Sales Outstanding (DSO).
- **Team Leadership & Development**
  - Direct a team of Program Leaders and delivery staff, handling hiring, terminations, performance reviews, and administrative duties.
  - Provide coaching, training, and mentorship to drive continuous improvement and team development.
  - Offer input to senior leadership on staff performance and organizational needs.
- **Customer Experience & Retention**
  - Implement strategies to ensure consistent client experiences from onboarding through the full customer lifecycle.
  - Monitor and improve client satisfaction through Net Promoter Score (NPS) and CSAT metrics.
- **Cross-Functional Collaboration**
  - Work closely with delivery efficiency and continuous service improvement teams to enhance operational outcomes.



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**Tolt Solutions • 2014 – 2016**

*Technology Lead Specialist*

Provided Tier 3 technical support for a nationwide field force of 400+ technicians across multiple accounts. Played a key role in hardware/software discovery for future client solutions and delivered high-touch, on-site customer service.

- **Key Contributions:**

- Developed HTML5-based technical web pages for mobile technician access.
- Delivered hands-on training for various hardware and software platforms.
- Supported both field technicians and internal customer support desks.
- Tracked call trends via the Technical Resource Line (TRS).
- Delivered SLA performance stats to management for national accounts.
- Built and led a DMAN team focused on Self-Checkout platform support.

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**Alexlee Inc. • 2000 – 2013**

*Automation Support Project Leader*

Led the development and execution of an internal POS service delivery model for Lowe's-branded stores. Oversaw scheduling, installations, and infrastructure support for new store openings and ongoing service delivery.

- **Key Contributions:**

- Supported EFT and network security initiatives.
- Developed a POS Self-Checkout drive restoration program.
- Contributed to GS1 barcode rollout and multi-stacked barcode programming.
- Created technical documentation and project status reports.
- Collaborated with network teams on Cisco-based and wireless infrastructure.
- Worked closely with IBM developers on CHEC for SCO equipment.
- Partnered with internal POS development teams for system enhancements.

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**Compucom/Getronics (formerly Wang Global/Bannex Corp.) • 1993 – 2000**

*District Field Service Manager*

Managed a growing field service team across multiple states, supporting major retail and banking clients. Oversaw SLAs, hiring, training, inventory, and customer relationships. Started my career with Compucom as an entry level dispatch technician.

**Key Contributions:**

- Managed 17–42 technicians across NC, TN, KY, OH, and DC.
- Supported major accounts: First Union Bank, Home Depot, Winn-Dixie, Harris Teeter, AmSouth Bank, and more.
- Led multiple large-scale client startups, including hiring, training, logistics, and inventory ramp-up.
- Maintained SLA performance above 97% for AmSouth Bank over two years.
- Directed the Byrd Grocery to Lowe's Foods POS system conversion — completed 43 store transitions in 2 months.
- Participated in contract bidding and on-site discovery for new clients.



## Education and Professional Development

- Degree in Computer Science, ECPI University
  - Graduated Valedictorian

## Certifications and Training

- Learning in the Age of AI – Ongoing Professional Development
- CompTIA A+ – Certified
- Cisco Routing & Switching – Certified
- Cisco CRTS – Certified
- Lenovo Desktop/Server – OEM Certified
- HP Printers, Desktops, Laptops – OEM Certified
- ITIL Studies – In Progress
- Covey 5-Day Leadership Workshop “The 7 Habits of Highly Effective People” – Completed