

# RICH KUNTZ

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## SKILLS SUMMARY

- Over 25 years of Software/Hardware/IT Technology and Management experience in Silicon Valley CA for such companies as Hewlett-Packard, Apple, Cisco, Fujitsu, as well as Start-Up companies
- Experience in all aspects of company from Senior Manager, VP, Director, Program Management, Project Management, Business Analyst, Release Management, Customer Support, Client Services, Operations, IT, QA, Technical Documentation, Marketing, Marketing Communications, Pre-Sales, Sales, and Post-Sales
- Both a Technical Background and Strong Management Background. Experienced being a Hands-On Manager to a Senior Manager and Vice President
- Proven Leadership, Verbal and Written Communication, Interpersonal, Planning, Problem-Solving, Organizational, People Management, Team Building, and Project Management Skills
- Proven Self-Starter, Mentor, Coach, Motivator, Team Leader, and Team Player

## PROGRAM/PROJECT MANAGEMENT & BUSINESS ANALYST

- Over 15 years of Technology Program/Project/Release Management & Business Analyst experience
- Led Cross-Functional Multiple-Location Programs and Projects for Silicon Valley companies
- Led Hewlett Packard's Global Roll-Out of HP-UX across 14 Operating Divisions
- Achieved 100% On-Time Product Delivery (Within Product Quality Specifications)

## PROCESS MANAGEMENT

- Over 25 years of Process Management experience
- Design and Implementation of Product Development Life Cycle (PDLC) & Software Development Life Cycle (SDLC) for Silicon Valley companies

## QUALITY ASSURANCE

- Over 15 years of QA Software Management and Testing experience
- Spearheaded Implementation of World-Class Quality Assurance Systems for Silicon Valley companies
- Built Capability Maturity Model (CMM) Level 2 & Level 3 Compliance Systems from Scratch
- ISO 9001:2000 & CMM/CMMI Internal Quality Auditor – Led Successful ISO 9001:2000 Certification

## CLIENT SERVICES/CUSTOMER SUPPORT

- Over 15 years of Client Service/Customer Support Management experience
- Built Three Customer Care Programs from Scratch

## IT & PC SUPPORT

- Over 25 years of IT and PC (Software, Hardware, & Networking) Support
- Over 10 years of PC & Networking Support for Santa Clara University Housing Department

## TECHNICAL DOCUMENTATION /TRAINING/WEB DESIGN & WEB CONTENT MANAGEMENT

- Over 25 years of Technical Documentation Management and Writing experience
- Over 15 years of Web Design and Web Content Management experience
- Developed Product Documentation & Training for Companies Including HP, Apple, and Cisco
- Designed and Implemented world-wide intranet and external websites for Silicon Valley CA Companies

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BA – AUGUSTANA COLLEGE – GEOLOGY/PHYSICS (PRE-ENGINEERING)  
THE SOCIETY FOR TECHNICAL COMMUNICATION (STC) TWO-TERM PAST PRESIDENT, SILICON VALLEY CHAPTER

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## PROFESSIONAL EXPERIENCE

RK CONSULTING SERVICES AND BUSINESS SOLUTIONS  
[WWW.RICH-KUNTZ.COM](http://WWW.RICH-KUNTZ.COM)

APOPKA, FL • 2007 – PRESENT  
SAN JOSE, CA • 1980 – 2007

## SIRF TECHNOLOGY, INC

SAN JOSE, CA • 2002 – 2007

Start-Up; 50 Employees – Public in 4/2003: 450+ Employees

SIRF develops GPS-based software and chipsets for vehicle navigation systems, portable PC's, cellular phones, and other hand-held devices. Key Investors include Hitachi, Nokia, and Tallwood Venture Capital. Customers include: Motorola, Garmin, TomTom.

### **Advisor to Executive Team – Engineering Program & Process Manager**

Recruited by Executive Team to rationalize the product development process and establish quality assurance standards and procedures. Led project/program teams of 50 plus.

*Ensured Timely Execution & Delivery of Programs & Projects.* Established Quality Assurance Systems. Performed CMM Level 2 and Level 3 Gap Analysis of SIRF products. Built and implemented plan to ensure CMM Level 3 and ISO 9001:2000 compliance. Spearheaded ISO 9001:2000 process audits. Implemented and standardized cross-functional Product and Software Development Life Cycles and associated processes. Established quality standards, SQA processes, SCM processes, and defect tracking. Designed cross-functional PDLC/SDLC and CMM process training and mentoring programs. Planned and managed cross-functional projects using MS Project. Established, monitored, and tracked product and project success parameters for all SIRF Engineering programs/projects. Directed large cross-functional and multiple location software/hardware programs/projects.

## CITADON, INC.

SAN FRANCISCO, CA • 2001 – 2002

Start-Up; 50 Employees

Citadon develops Java/XML-based enterprise content management solutions and project management solutions. Key clients include GE Power Systems, Alcoa, Bechtel, Halliburton and the Chicago Transit Authority.

### **Director of Product Release, Acceptance & Quality Assurance**

Recruited by Executive Team. Full responsibility for project management, process management, product release, product acceptance, quality assurance, customer support, training, and technical documentation. Led team of 37.

*Built Product Development and Product Release System from Scratch.* Developed Product Development and Release from scratch, including schedules, budgets, documentation and quality assurance. Established quality assurance system, including process, metrics, checklists, defect tracking, and reporting. Developed systems to ensure CMM level 2 and level3 compliance. Established white box/Java/XML/API server testing using Junit, black box manual testing, SilkTest, and SilkPerformer. Achieved 100% on-time product release within quality specifications. Planned and managed cross-functional projects using MS Project and Citadon Project Management Software.

*Customer Support & Training.* Directed joint quality assurance deployment and acceptance process. Addressed and resolved technical issues with key customers. Produced on-line user guide, system documentation, and API material.

## NUMETA SOFTWARE

SAN JOSE, CA • 2000 – 2001

Start-Up; 50 Employees

Numeta develops Java/web-based end-to-end supply chain management solutions. Pilot customers include Lucent, Extreme Networks, and Cypress Semiconductor.

### **VP of Quality Assurance & Customer Support**

Recruited by Founder. Responsible for QA, customer support, technical documentation, and budgeting. Led team of 32.

*Instituted Quality Assurance & Customer Support Systems.* Developed and implemented processes, policies, procedures, and infrastructure for Engineering, QA, and cross-functional organizations. Led development and testing process for all product releases. (Java test harnesses, SilkPilot, SilkTest, and SilkPerformer.) Established defect tracking and customer support call-tracking system. Managed white box/Java API and black box automation/regression testing. Produced online help, content-sensitive help, online guide, and self-paced tours.

## PHYSICIANACCESS.COM

SAN JOSE, CA • 1999 – 2000

Start-Up; 50 Employees

PhysicianAccess developed a wireless, ASP-model medical application for small to mid-size physician practices. Key clients included Kaiser Permanente and Good Samaritan.

### **Director of Quality Assurance & Customer Support**

Responsible for QA, product release, technical documentation, and customer support, and budgeting. Led team of 32.

*Established QA Program.* Developed and implemented processes, policies, procedures, and infrastructure for Engineering, QA, and cross-functional organizations. Established black box automation/regression testing using SilkTest and performance/load testing using Microsoft web-based tools.

*Established Customer Care Program.* Built customer care program from scratch. Produced on-line guide (*RoboHelp*) and self-paced tours (*Flash, Director*). Met face-to-face with clients to address technical support and quality assurance issues. Set up customer support call-tracking and defect-tracking system.

CISCO SYSTEMS, INC.  
\$19 Billion Revenues; 34,000 Employees

SAN JOSE, CA ▪ 1998 – 1999

**Quality Assurance Consultant & Technical Writer**

Developed Cisco Web Cache Engine User Guide and Command Line Interface Reference Manual.

INTERNET IMAGE

Start-Up; 50 Employees

FREMONT, CA ▪ 1997 – 1998

Internet Image developed a Java-based Push Technology using Windows and UNIX.

**Vice President of Operations**

Recruited by CEO to direct first commercial release of product. Full responsibility for strategic planning and budgeting, marketing, product release, documentation, packaging, quality assurance, training, and customer support. Led team of 32.

*Led Inaugural Product Release.* Led development team to establish release schedule and deliver product to market on-time. Instituted standards and procedures for release management, documentation development, quality assurance, training, and customer support.

*Established Market Presence.* Built corporate identity and lead generation programs from scratch. Led development of corporate identity materials, product literature, and web site. Launched trade show marketing program with company presence at Internet World and Internet Expo. Developed VAR and OEM channels and spearheaded key strategic relationships.

QUINTUS CORPORATION

Start-Up; 50 Employees

FREMONT, CA ▪ 1995 – 1997

Quintus developed integrated e-CRM solutions. Key clients included State Farm, Chicago Tribune, Credit Suisse Bank, and Countrywide Bank.

**Director of Operations**

Recruited by CEO to manage entire release process for Start-up Company. Responsible for documentation, quality assurance, post-sale maintenance, customer support, and communications. Led team of 27.

*Built QA & Release Management Systems from Scratch.* Established Quality Assurance protocols and Release Management process. Developed and implemented policies, procedures, and job descriptions for Engineering and QA departments and for cross-functional teams. Designed and implemented usability testing protocols using QA Partner, WinRunner, WebTest, Raional/Pure Performix, SilkPerformer, and Load Runner. Built requisite infrastructure (QA lab, release/build). Established Beta programs, Customer Advisory Board, and Customer User's Board to ensure compliance with customer requirements. Developed and delivered internal training programs.

*Delivered 100% On-Time Product Release.* Led development of product strategy and direction. Built robust product release system from scratch. Achieved 100% on-time release rate and consistent high product quality.

TEAM ONE/LEGENT CORPORATION

\$600 Million Revenues; 3,000 Employees

FREMONT, CA ▪ 1992 – 1995

Team One/Legent developed UNIX-based client/server database configuration software. Legent was acquired by Computer Associates for \$1.7 Billion in 1995.

**Senior Manager of Client Services**

Recruited by CEO. Ran Sunnydale Division. Full operational responsibility, including product development and release, quality assurance, documentation, customer support, and IT. Led division of 150. Reported to Senior VP.

*Chaired Product Release Board.* Led development of overall product strategy and direction. Ensured product met customer and industry expectations. Managed Beta programs and coordinated Beta releases with field personnel and customers. Efforts supported company's rapid growth to 200 employees and company's successful sale.

GAIN TECHNOLOGY

Start-Up; 50 Employees

PALO ALTO, CA ▪ 1991 – 1992

**Documentation Manager**

Recruited by CEO to author and edit online manuals/training for hypermedia UNIX-based authoring system.

**FUJITSU MICROELECTRONICS, INC.**

SAN JOSE, CA ■ 1988 – 1991

\$38 Billion Revenue; 157,000 Employees

Fujitsu Microelectronics is a subsidiary of Fujitsu Limited, a \$38 Billion global provider of IT and communications solutions.

***Documentation Manager***

Led 15-member documentation group.

**APPLE COMPUTER, INC.**

CUPERTINO, CA ■ 1987 – 1988

\$5.7 Billion Revenues; 10,200 Employees

***Technical Documentation Manager***

Led team of 15 that developed first release learning products and training for Apple's UNIX (AU/X) and Macintosh II.

**HEWLETT-PACKARD**

CUPERTINO, CA ■ 1984 – 1987

\$56 Billion Revenues; 141,000 Employees

***Learning Products Engineering Manager***

Managed a team of 15 that developed HP learning products, and led global roll-out of HP-UX across 14 HP divisions.

*Led HP-UX (HP-9000) Roll-out.* Managed world-wide HP-UX (HP-9000) learning product project, working with over 14 divisions to develop over 83 volumes of learning products. Ensured that the learning products represented a single-company image, met customers' expectations, and were easy to use.

*Training & Learning Product Development.* Developed learning products design plans, QA alpha/beta test plans, budgets, staffing requirements, schedules, marketing plans, strategic 5-year and 10-year business plans, tactical plans, and marketing research programs. Produced computer-based and hard-copy training modules. Designed and taught technology courses.