

CHAD W. CLUBB

(415) 305-6699

2002 3rd Street, #216
San Francisco, CA 94107

chadclubb@gmail.com

An accomplished, results-driven sales and management professional with over 14 years of experience managing IT solutions for non-profits, start-ups, and Fortune 500 companies, including eBay, Mitsubishi, and Ask.com. Proven ability to achieve buy-in from key decision makers. Expertise in project planning, management, and consulting. Exceptional communication, skilled at explaining complex technical solutions to non-technical persons.

CORE COMPETENCIES

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| ◆ Selling IT Solutions and Services | ◆ Project Management |
| ◆ Account Management | ◆ Product Development and Implementation |
| ◆ Strategic Planning and Budgeting | ◆ CRM Strategy and Consulting |

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

THE FUTURE LEADERS INSTITUTE, 501(c)(3). (San Francisco, CA) Sep 2010 - Current
Technology Consultant / Volunteer
(Non-profit high school leadership program)

Recruited to align the organizations business, educational, and social objectives through the use of technology and best practices.

Key Contributions and Achievements

- ◆ **Provide IT consulting** to rollout new marketing website and an integrated social networking platform.

WEBFICIENT, LLC. (San Francisco, CA) Mar 2010 - Current
Project Manager / IT Consultant
(Full-service web design and development agency)

Brought on board to manage existing projects and facilitate the acquisition of new clients. Address top-down issues with stakeholders. Manage key aspects of client projects, including scoping and scheduling, task prioritization, and budgeting.

Key Contributions and Achievements

- ◆ **Doubled revenue from key client Jivox** by securing additional project to build India websites following successful launch of client's US websites.
- ◆ **Influenced client Compliance Helper to triple their technology investment** to revamp their core infrastructure.

FIDEX, INC. (San Francisco & San Diego, CA) Feb 2007 – Mar 2010
Product Manager / Co-Founder
(Online automotive lending solutions provider)

Co-founded company to create the world's 1st pervasive online automotive lending solution. Delivered product demos to investors and potential customers. Led cross-functional team of 7 and oversaw product management, graphic design, quality assurance, and client management functions. Worked with client-side product and project managers to review development work and prioritize tasks.

Key Contributions and Achievements

- ◆ **Led development team to build and launch 1st-of-its-kind lending solution** for auto loans with limited resources, attracting buy-in from industry-leading companies such as eBay and Mitsubishi.
- ◆ **Acquired Mitsubishi Motors and Thrifty Auto Sales accounts** by establishing the value of brand-new concept through demos and communications with executive-level personnel.
- ◆ **Established the company's corporate brand**, created marketing materials, and provided clear explanations for the Fidex business model. Set direction for user experience, interaction, and visual design, using focus group data to customize product to clients' needs.

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IAC ADVERTISING SOLUTIONS, INC. (Oakland, CA)

Jun 2005 - Feb 2007

Manager, Information Systems

(Internet services and advertising solutions provider)

Transitioned following IAC's purchase of Ask Jeeves to launch Application Support Group within the Information Systems department.

As Manager of Information Systems, directed all sales, ad operations, and billing systems used by IAC web properties, including Ask.com, Evite, City Search, Match.com, and Excite.

ASK JEEVES, INC. (Emeryville, CA)

Oct 2000 – Jun 2005

Project Manager

(Leading search engine)

As Project Manager, hired by Ask Jeeves' VP of Information Systems to implement the firm's CRM solution and to establish workflow, policies, and procedures for Sales, Operations, and Accounts departments.

Key Contributions and Achievements

- ◆ **Implemented custom CRM solution**, integrating Salesforce and Oracle Financials with a custom inventory management system.
- ◆ **Developed comprehensive training materials**, including CRM user manuals, workflow procedures, and best practices for the Sales, Operations, and Accounting departments.
- ◆ **Conducted a national training program** for the abovementioned departments, equipping them with the knowledge and strategies to succeed in sales-related endeavors.
- ◆ **Directed over 3,000 technical support tasks** and established Service-Level Agreements and escalation procedures for internal and external teams, including Google, LookSmart, and DoubleClick.
- ◆ **Received one of three outstanding performance awards in 2003.**

CREDITLAND, INC. (San Francisco, CA)

Jan 1997 – Oct 2000

Business Analyst / Co-Founder

(Online provider of aggregated credit products)

Co-founded company and directed implementation of back-office systems, policies, and procedures. Scrutinized sales team's performance and evaluated data to improve performance.

Key Contributions and Achievements

- ◆ **Implemented corporate Intranet used by over 120+ employees** for a myriad of tasks, including document sharing, collaboration, reporting, scheduling, and management approval workflow.
- ◆ **Designed, developed, and deployed custom reports** with the Business Development team and sales force in order to identify areas for team performance improvement.

EDUCATION

BUSINESS ADMINISTRATION

Western State College – Gunnison, CO

PROFESSIONAL TRAINING

Leadership I & II Courses, Rapport Leadership International, Reno/Las Vegas, NV; Power Communication Course, Rapport Leadership International, Lake Tahoe, CA; Business Process Improvement/Workflow Diagramming, Chicago

TECHNOLOGY KNOWLEDGE / SKILLS SUMMARY

Microsoft Visio, MS Project, RallyDev, Pivotal Tracker, Axure, Photoshop, Fireworks, Illustrator, Dreamweaver, PHP, HTML/XHTML, CSS, SQL, Apache, XAMPP, Wordpress, Drupal, Salesforce CRM