

# DAVE TOWLE

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## TECHNOLOGY PRODUCT MANAGEMENT

*Green Industries / Renewable, Alternative Energy / Emerging Technologies*

Identify and convert complex strategies into practical processes, articulating the vision, developing direction, and managing to performance metrics. Consistently deliver impressive results that support organizational growth, improve staff productivity, accelerate time to market, and increase profitability. Create competitive advantages by utilizing cutting-edge technical and organizational acumen, innovating solutions, and influencing positive change across an enterprise. Achieve corporate objectives through passion, commitment, and expertise:

- Technical / Logistical Marketing
- Problem Analysis & Solution Design
- Organizational Strategies
- Defining / Motivating Change
- Performance Metrics Implementation
- Cross-Functional Collaboration
- P&L Accountability
- Solution Development & Marketing
- Performance Improvement

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## CAREER PROGRESSION

**SUN MICROSYSTEMS, INC.**, Santa Clara, CA

1994 – 2007

*Multibillion-dollar, multinational supplier of computers, computer components, storage systems, software products, developer tools, and information technology services.*

**Senior Engineering Manager, Customer-Ready Systems**, Hillsboro, OR (2006 – 2007)

Manage team of U.S.- and Scotland-based engineers collaborating with customer account teams in development of complex integrated solutions combining computer systems, storage, software, and off-the-shelf third-party products for manufacture in a multinational supply chain including internal manufacturing and external partners.

- Technical paper selected from 740 submitted abstracts to present at major sales engineering conference after yearlong campaign of targeted communications to expand reach of engineering organization.
- Facilitated decision-making process for senior management by simplifying and bringing clarity to an intricate collection of programs and tools.

**Senior Business Manager, Customer-Ready Systems**, Hillsboro, OR (2004 – 2006)

Provided leadership to domestic team of 5 engineers and 10 project managers. Drove and managed build-out of capability for scalable manufacturing processes converting and leveraging large-scale production in an ISO9001- and TL9000-certified operation.

- Spearheaded growth from \$37 million and 5,000 systems shipped to more than \$500 million and 12,000 complex solutions annually from new U.S. operation.
- Sustained 15% year-after-year business growth through design and implementation of new automation tools, targeted education, and development of strong alliances with other departments without expanding the organization.
- Created concise graphic model of the business that more clearly communicated functions and processes and led to important structural changes and eliminated costly redundancies between operating groups.
- Developed high-performance team of project managers and sales engineers that enabled the transfer of manufacturing capability from a manually intensive small lab environment to a highly flexible, versatile, sustainable, scalable, major supply chain operation. Then, influenced the attainment of TL9000 certification for the facilities that earned “Supplier of the Year” awards from several customers.
- Achieved greater internal legitimacy as measured by annual surveys by converting image from “why bother?” to “how did we ever live without it?”
- Facilitated change acceptance of new operation capability by fostering strong relationships with all functional areas: Executive Management, Materials, Manufacturing and Test Engineering, and Quote/Order Desk.
- Developed new tools and processes while collaborating with larger global organizations to improve quote turnaround time more than 71%, with 60% of quotes completed within 24 hours, while shortening order lead-time 57%.

## **Senior Consulting Architect**, Hillsboro, OR (1999 – 2004)

Provided consulting services for installing, configuring, and adding value to data center solutions across all industry sectors. Assessed process gaps and assisted customers with developing policies, processes, and procedures to meet service-level expectations, commitments, and objectives for their business customers.

- Protected multimillion-dollar military account by developing positive working relationships with key customer contacts, clearly articulating key issues, and demonstrating solution enhancements.
- Contributed to increased profitability and productivity for other consultants and companies by leveraging system upgrade experience from one client to another in developing a robust strategy cookbook.
- Improved system stability for major customer by developing infrastructure update process and patching methodology for their Sun equipment, working within their existing policies and procedures.
- Identified, developed, and deployed an improved systems monitoring strategy for a major power generation, transmission, and distribution company.
- Collaborated with several project managers from Service-Level Management to develop assessment report and recommendation presentation documents that became company standard for future projects.

## **Senior Operations Engineering Manager**, Hillsboro, OR (1996 – 1999)

Set direction and managed all Operations Engineering functions for the manufacture of high-end systems, growing the organization from 8 manufacturing engineers to 55+ product engineers, process engineers, test engineers, test stand development engineers, engineering coordinators, laboratory technicians, and a leadership team across three global manufacturing facilities.

- Achieved higher production volumes within the same facility with minimal risk and a minor incremental investment to meet 300% production capacity expansion within six months.
- Enabled implementation of new ERP environment by developing graphical representation for the controlled slow-down, blackout, and ramp-up of product lifecycle management to minimize production disruptions.
- Improved product ramp-up time without affecting response time to customer issues or existing production by restructuring Operations Engineering group into Sustaining and New Product groups.

## **Product Boss**, Menlo Park, CA (1994 – 1996)

Managed two project managers and three engineers and directed the efforts of many other groups in strategic and tactical architecture, design, and support of all mass storage enclosures and non-SparcStorage Array storage systems, some utilizing RAID technologies. Provided leadership for engineers, designers, product marketers, technical publications people, manufacturing, supply chain, and many other organizations.

- Converted 5.25" disk product family to 3.5" product using creative, heavily leveraged, sourcing strategy while managing the effort to develop a new and better internal product.
- Developed platform for basic disk carrier plus one to house hardware RAID while converging with the other product groups on common bracketry and industrial design.

## **STORAGE DIMENSIONS INC.**, Milpitas, CA

1989 – 1993

*Originally, an independent division of Maxtor combining proprietary software with industry-standard hardware such as disk drives, tape drives, and RAID controllers into systems designed to satisfy the high-performance, fault-tolerance, and high-availability requirements of its customers while reducing lifecycle cost of ownership.*

## **Director of Engineering**

Drove all aspects of storage system hardware development and engineering services, including board-level design, design verification, mechanical engineering, drive qualification, regulatory engineering, laboratory testing, technical publications, document control, manufacturing transitions, and drafting.

- 10% annual expense savings delivered through implementation of tracking systems to manage capital and human assets.
- Assisted in positioning company for leveraged buyout from Maxtor through redefinition of firm from a commodity-based "drive in a box" company to a high-technology systems company.

## **EDUCATION / AFFILIATIONS**

**B.S.E.E.**, *Computer Engineering* (Summa cum Laude), TUFTS UNIVERSITY, Medford, MA

**RAID Advisory Board** (Cross-Industry Standards Body)