



# Nathan von Garin

DYNAMIC OPERATIONS & PROJECT LEADER

## PROFILE

For over a decade, Nathan has worked with organizations to deliver **innovative and strategic solutions and services**, implement **new business technologies** and optimize **process workflows and standards**. Nathan is an **enthusiastic and solutions-driven professional** with a unique combination of skills and a strong commitment to **quality, productivity and compliance** that assures clients receive **exceptional service** and coworkers **achieve optimum results**.

## CLIENT SNAPSHOT

Pfizer, Bristol Meyers Squibb, Embraer, Bausch Health, GSK, Novartis, Exact Sciences, Alkermes, eClinical Consulting, DSP Clinical, QST Consultations, Research Dynamics, ERA Clinical, PPD, ResearchPoint Global, Capital One, JPMorgan Chase, American Express, Sprint, Penfolds, Gen-Probe Inc., Johnson Controls (formerly Tyco Inc.)

## RECENT EXPERIENCE

***American Meetings, Inc., Fort Lauderdale, FL Jun 2017 – Present***

### VP of Internal Operations, May 2019 – Present

Provide strategic and operational leadership to the Internal Operations, Event Technology, Virtual Engagements, System Programming and Creative Services teams focused on achieving client objectives, optimizing processes and workflows, ensuring client services and standards, assessing/resolving complex issues, and implementing software and technology solutions and services.

- Manage a team of 12 Project Managers and Technicians focused on **high quality performance, maximizing profits and driving efficiencies**.
- Maintain contracts, agreements/SOWs and relationships with clients, vendors, partners and other stakeholders.
- Develop policies and procedures that align with overall company and client strategy, compliance, standards, regulations and KPIs.
- Translate business strategy/goals into operational plans and objectives.

#### Recent Achievements:

- Negotiated service renewal agreement with leading pharmaceutical company **resulting in \$500,000 in annualized revenue**.
- **Maximized profit opportunities up to 40%** and delivered 100+ client projects with budgets ranging up to \$3M annually.
- Successfully contracted **new \$300,000 annual management retainer**.
- Fully transitioned and integrated new webcasting platform into client portal.
- **Established new enterprise level technology solution partnerships** with Intrado, MediaPlatform, Zoom, Cisco Webex, Interprenet and Ariadna CG.
- **Launched 4 new virtual meetings products and service offerings**.
- Redesigned event implementation methodology to **achieve 98% rating on client KPIs** while preserving repeatable business processes

### VP of Account Management, Event Technology, Jun 2017 – May 2019

Achieved client goals by delivering 50+ virtual events and successfully managed solution-based projects for key client accounts in multiple markets throughout Europe and North/Latin Americas. Provided essential leadership for a project team of 5.

 954.295.4401

 [nathan@nathanvongarin.com](mailto:nathan@nathanvongarin.com)

 [www.nathanvongarin.com](http://www.nathanvongarin.com)

 [linkedin.com/in/nathanvongarin](https://www.linkedin.com/in/nathanvongarin)

## CORE COMPETENCIES

- ✓ Strategic Planning & Execution
- ✓ Comprehensive Project Leadership
- ✓ Executive & Cross-Functional Collaboration
- ✓ Strong Communication & Presentation Skills
- ✓ Client & Vendor Relationships
- ✓ Process Improvement & Efficiency
- ✓ SOP & Program Development
- ✓ End-User Training & Support

## CAREER HIGHLIGHTS

- 12** Recognition Awards
- 28+** Simultaneous Projects
- 40+** Team Members Managed
- 230+** Projects Completed
- 100%** Client Satisfaction
- \$6MM** Budget Accountability

## TESTIMONIALS

“Nathan has exceptional communication skills, is extremely well-organized and reliable, and has a phenomenal technology savvy.”

*D. Geller, President, GDSI*

“Nathan’s creativity, adaptability and close attention to detail... greatly exceeded my expectations.”

*C. Rumbold, Principal Attorney  
Family Law Office*

“Hiring Nathan von Garin will be one of the best business decisions you make this year.”

*T. Foster, National Director  
Always Best Care*



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DYNAMIC OPERATIONS & PROJECT LEADER

## PREVIOUS EXPERIENCE

***ProjectNV, Fort Lauderdale, FL***

***Jan 2012 - Present***

### Founder & Lead Project Consultant

Provide business consultation to clients offering customized, cost-effective solutions in the areas of project management, software implementation, process optimization, training and website design.

#### Recent Achievements:

- Transformed an under-performing national home care provider by generating more than **10% increase in monthly recurring revenue.**
- Implemented online scheduling software for 4 offices of increasing **efficiency by 50%** in less than 3 months; facilitated **training for 380 employees.**
- Served as **Director of Operations** for online Vendor Services Company.
- Contributed to planning of NRF Expo exhibit for a global retailer (2017-2019).
- **Produced and launched 8 websites** to market services for local businesses.

***OmniComm Systems, Inc., Fort Lauderdale, FL*** ***Mar 2013 – Dec 2014***

### Senior Project Manager

Ensured on-time completion of 18 Phase I-III clinical trial database implementation projects using SaaS model of proprietary EDC technology.

- Led project teams of 4-30 including Dev, QA, and vendors.
- **Managed budgets ranging from \$950K to \$2M.**
- Resolved critical issues and communicated alternative solutions to clients.
- Provided essential project documentation, import specs, UAT, and post-implementation training.

### Project Manager, Jul 2008 – Apr 2009

Delivered 12 Phase I-II clinical trial database implementation projects using SaaS model of proprietary EDC technology with budgets up to \$900K.

***GDSI (Geller Data Solutions, Inc.), Plantation, FL*** ***Dec 2009 – Nov 2011***

### Director of Operations

Managed core business operational functions, as well as, served as Project Lead for all full-scale DMS (Document Management System) database implementations and integrated SharePoint and custom-built application installation projects for clients.

- Delivered 22 DMS database upgrades and 14 software installs/upgrades.
- Served as Product Owner of 18 custom-designed integrated applications.
- **Achieved 20% increase in on-time delivery** by streamlining processes.
- Restructured product pricing and licensing models for 12 products.
- **Generated \$75K in new sales revenue** (10% increase) and **\$120K in recurring revenue** (25% increase) within the first 90 days.
- **Established new PMO** and QA/Testing standards, plans and processes.

## PAST EXPERIENCE/ROLES

**Corporate Trainer/Project Manager** – Becker & Poliakoff, P.A., Fort Lauderdale, FL

**Sr. Quality Assurance Manager** – Technion Communications, Sunrise, FL

**Project Manager/Sr. Quality & Training Manager** – Capital One, San Diego, CA

## EDUCATION

### Master, Information Systems

University of Phoenix, Online Campus  
*\*Includes BSIT Coursework (in progress)*

### Bachelor, Business Administration

Ball State University, Muncie, IN

## CERTIFICATIONS

### Project Management Professional (PMP)

### Certified Scrum Master (CSM)

### Lean Six Sigma Green Belt (LSSGB)

Microsoft Certified Professional

Certified Internet Webmaster

## CAREER DEVELOPMENT

- ✓ Advanced Project Management & Risk Management
- ✓ Collaborative Decision-Making & Negotiation
- ✓ Concepts & Techniques for Crafting & Executing Strategy
- ✓ Managing Operations Excellence
- ✓ EOS Implementation & Practices
- ✓ Advanced Process Development, Improvement & Mapping
- ✓ Total Quality Management
- ✓ Effective Communication & Crucial Conversations
- ✓ Creative Instructional Design

## TECHNICAL SKILLS

### Knowledgeable in Scrum/Agile, Iterative & Traditional, Waterfall

Microsoft Office Pro, Project, SharePoint, Visio, Publisher

Adobe Acrobat Pro, Captivate, Dreamweaver, Photoshop, Fireworks, Illustrator, PageMaker

Intrado STUDIO, ON24, Webcaster, Zoom, Webex, iMeet, GoToMeeting, GoToAssist, Live Meeting, InterCall

Monday.com, Google Docs, App.Ninety, Smartsheet.com, WhenIWork.com

Autonomy iManage/WorkSite, LexisNexis InterAction (CRM), Intuit QuickBase, ConnectWise PSA, Ultipros

IVRS/IWRS and Data Import Integration