

MARC LINSTER

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SENIOR LEVEL TECHNOLOGY EXECUTIVE SOFTWARE PRODUCT DEVELOPMENT ♦ INFORMATION TECHNOLOGY

- Technology expert offering a proven history of rapid success delivering innovative solutions on time and on budget -
- Driving multimillion-dollar innovation initiatives, leveraging deep understanding of business, finance, & operations -
- Recognized for global success & cross-cultural relationship building; fluent in English, German, & French -

High-energy contributor and technology leader, bringing quantifiable results in short timeframes, with record of using agile approaches to deliver quick-iteration product releases in rapidly changing environments. Excels in executive and technology team building and management—inspiring a global workforce. Key executive team member in successful transition from VC-owned business to a Private Equity Investment. *Relocation opportunities considered.*

Utilizes DMAIC Methodology – Define, Measure, Analyze, Improve, & Control – to drive processes improvement

SELECTED CAREER HIGHLIGHTS

- ▶ Leading the strategic development of EDB's product portfolio to create a open-source based data management platform that meets the needs of F1000 enterprises and allows them to take advantage of the cost reduction opportunities and rapid innovation cycles offered by open source solutions.
- ▶ Used agile methodology to lead Polycom Cloud and Hosted Solutions engineering and network teams through the transition from a mesh-based proprietary video network to a highly scalable open standards-based video as a service
- ▶ Worked closely with Product Marketing and Product Management to define, develop and deliver innovative new cloud and VaaS solutions that meet customer demand and improve Polycom's competitive positioning.
- ▶ Drove the transition of Polycom's VaaS management infrastructure from proprietary software to open source, to create a cost effective management platform for Polycom's video cloud.
- ▶ Led team to improve Polycom's service order timeliness and accuracy through realignment of PeopleSoft ERP system – met business needs, decreased need for manual intervention, and reduced transactional errors by 75%.

LEADERSHIP EXPERIENCE

EnterpriseDB, Inc. – Bedford, Massachusetts – 2013 to present

SVP, Products and Services (2014 – present)

Reporting to the CEO, responsible for product development, quality assurance, configuration management, professional services, technical support, DBA services and training

- Leading a team of over 150 (50+ hired in 2015) VPs, directors, software engineers, QA engineers, consultants and technical support staff based in the US, UK, India, and Pakistan
- Improved integration between Products and Services to provide F1000-focused solution delivery capability
- Establishing strategic approach to open source/closed source for EDB's product portfolio
- Leading the investment into major new capabilities, such as the creation of a dedicated performance and scalability improvement team in Bangalore, India
- Driving tighter alignment of EDB's product lines (database, management, monitoring, replication, backup/recovery) to establish industry-leading open-source based relational data management platform
- Executive partner for EDB's largest customer engagements to assure success and establish close connection between customer requirements and product development.

VP, Global Services (2013 – 2014)

Recruited by CEO to support rapid growth into Fortune 1000 enterprise mission critical solutions business.

- Developed new F1000-focused Professional Services offerings and increased average deal size
- Transformed Remote DBA business from a marginal operation into a fast-growing business segment
- Stabilized training and technical support operations
- Implemented integrated system of service and support metrics focused on balancing customer satisfaction and gross margin.

Polycom, Inc. – Andover, Massachusetts – 2009 to 2013

Senior Director, Engineering for Cloud and Hosted Solutions (2011 – 2013)

Reporting to the GM of Polycom's Cloud & Hosted Solutions business (\$70M+ rev). Managing a team of **30 Engineering Managers, Project Managers, Architects, QA Specialists, Engineers and Technicians** in Corvallis, OR and Bangalore, India. Formulate strategies, budgets, and goals, empowering teams to realize aggressive targets using Agile methodologies.

- Post HP acquisition aligned the engineering team to deliver 4 new videoconferencing products in less than 9 months
- Transformed off-shore team from sustaining engineering organization into efficient software development team
- Implemented Agile processes to support hardware and software based rapid product development

"Marc has been a catalyst to drive the type of change in PGS and in Polycom that will help us to become the #1 UCC company in the world." **Performance Feedback, Polycom**

Senior Director, Business Intelligence and Master Data Management (2011)

Senior Director, IT and Process Reengineering for Polycom Global Services (2010 – 2011)

Director, IT and Process Reengineering for Polycom Global Services (2009 – 2010)

- **Built a reliable, high-value offshore team in India**, improving IT capabilities and reducing costs
- Launched and managed Polycom's Customer Data Management Initiative, Global Data Warehousing, Reporting, Analytics, and Business Intelligence (OBIEE, SQL Server, Hyperion, Informatica PowerCenter and MDM Hub).
- Leveraged DMAIC to improve accuracy issues in inventory and provided the Products and Services Team with accurate field failure data, which led to a **\$1M+ cost savings**.
- Helped decrease logistics repair process **cycle time 20%** by improving information flow by **10+ days**.
- Selected as one of 30 top-performing directors/sr. directors to join Polycom's Executive Leadership Training Program

TriPoint Interactive, Inc. (TPI) – Sutton, Massachusetts – 2007 to 2009; **Co-Founder & President**

Established a global management consulting and business transformation start-up with seven employees and customers in the US, Canada, France and Switzerland.

Avicon Group, Inc. – Waltham, Massachusetts – 2000 to 2006; **VP, Operations** (2003 – 2006) ♦ **CTO** (2000 – 2004)

Servicesoft Technologies – **Vice President, Solutions Engineering** – Framingham, Massachusetts – 1999 to 2000

Internet Business Advantages (IBA) – Burlington, Massachusetts – 1996 to 1999 – **Vice President of Engineering & Methodologies** (1999) ♦ **Technical Director** (1998 – 1999) ♦ **Senior Technical Consultant** (1996 – 1998)

Digital Equipment Corporation – Littleton, Massachusetts – 1992 to 1996 – **Technology Manager for AltaVista** (1996) ♦ **Technology Director for Accounts Business Unit** (1994 – 1996) ♦ **Principal Software Engineer** (1992 – 1994)

Gesellschaft für Mathematik und Datenverarbeitung (now part of Fraunhofer Gesellschaft) – St. Augustin, Germany – 1987 – 1992 – Researcher in the AI and Expert Systems Team (Institute for Applied Informatics)

EDUCATION

Ph.D. (Dr. rer. nat.) and Diploma in Computer Science – **University of Kaiserslautern** – Germany – 1992 and 1987

RECENT SPEAKING ENGAGEMENTS

Postgres Germany 2013; PG Conference NYC 2014; Red Hat Summit 2014; Inforum 2014; NoSQL Now 2014; PG Conference NYC 2015