

## Work Experience

### **Google Inc.**

**Pittsburgh, PA**

Operations Manager, Channel Intelligence

May 2013 – Present

- Launched and managed a support team of 35+ support agents, covering over \$2B in annual ad revenue. Full deployment of quality framework, utilization analytics, cost-to-serve models, and knowledge management system.
- Computed, curated and communicated business analytics to dig deep in to headcount costs, support quality, vendor utilization and efficiency. Mined for data across MySQL queries and other sources to describe and track target KPIs for management.
- Reduced system-generated alerts by >30% through product design initiatives, saving over \$100k in annual vendor capacity.
- Lead team trainings for employees and vendors located in Shanghai, China and Gurgaon, India to enable smooth sailing for customers during the critical shopping season. Quarterbacked client escalations to keep CI clients online and earning revenue.
- Project management of key support initiatives, new client implementations, and online retail optimizations.

### **Siemens Industry, Inc. DT LDP/AP**

**New Kensington, PA**

Sales Application Engineer

July 2011 – May 2013

- Technical sales, focused on solution development for engineered products, responsible for P&L, pricing, and competitive positioning. Responsible for >\$50M annual sales of complex industrial systems.
- Expertise in variable-frequency drive systems (VFDs) and AC motors in excess of 50,000 HP; system integration; managing quotations, specification review and direct client communication.
- Managed a multi-year frame agreement worth \$10M for the largest petrochemical facility in the world in Saudi Arabia.

### **Elliott Group (formerly Elliott Company)**

**Jeannette, PA**

Business Development Application Engineer:

October 2009 – June 2011

- Managed the development of pricing software that could estimate the cost and market price of multi-million dollar turbomachinery projects within 2.5% accuracy.
- Designed software flow and worked directly with vendors to produce revolutionary quotation system still in use today.
- Created complex algorithms to evaluate the manufacturability and costs for large-frame steam turbines and compressors up to 70,000 horsepower.

**For full details of past positions, please visit [NickSmarto.net](http://NickSmarto.net).**

## Activities and Hobbies

- Entertainment production: Extensive background in lighting design, stage management, and event production.
- American Society for Mechanical Engineers, Engineers Without Borders,
- Photoshop, SolidWorks, MATLAB, Java, JavaScript, VBA, MySQL (Dremel, Duplos, other Google internal tools), AppScript.
- Music Festival Consulting: Marketing, business development, and project management for the Great Blue Heron music festival. Lead digital marketing manager, reversing ticket sale decline to grow 15% YoY for past 3 years. Curator of social media postings, managing agency contracts, digital asset management, and lots of technical housekeeping.
- Recovering wedding photographer, active music producer, and frequent motorhome driver.

## Education

Carnegie Mellon University, Tepper School of Business

**Pittsburgh, PA**

Master of Business Administration

May 2015

Carnegie Mellon University, Carnegie Institute of Technology

**Pittsburgh, PA**

Bachelor of Science in Mechanical Engineering, Dean's List

May 2009