


TODD WALLACE

EXECUTIVE LEADER

todd@toddwallace.us 

682-551-3797 

Colleyville, TX 

Linkedin.com/in/
roberttoddwallace/ 

www.toddwallace.us 

PROFESSIONAL PROFILE

Hands on professional providing executive leadership, innovation, entrepreneurial spirit and expertise in driving cost cutting, revenue, and margin growth. Orchestrated strategies that consistently generate strong sales in new business and reinvigorate declining revenue during down trending revenues. Skilled in relationship building, negotiations, talent acquisition, and achieving consensus with key internal and external decision makers.

I am a driven technical executive with a diverse background in leadership across many different industries. My background includes organizations that range from startup to mature enterprises which gives me a well-balanced management style.

SKILLS

Strategy & Tactical Planning

Budget / Forecasting

Team Leadership and Recruitment

Sales and Marketing Planning

Technical Leadership

Project Planning

Accountability

Improving Efficiency

Business Systems

Offshore Management

Business Transformation

P&L Responsibility

KPI Definition and Management

Call Center Operations

EXPERIENCE

Independent Consultant

Argent, LLC | July 2019 – Present (Consulting practice offering CxO services)

Engagements:

- **Trip Delivers** – Las Vegas, NV (Acting Chief Operations Officer)
 - Establish operational procedures for a food delivery business
 - Implemented Zendesk, Dialpad and Moodle to improve the support experience
 - Recruited top Network Marketers to stimulate growth in restaurants and Marketers
 - Managed the AWS, delivery SaaS platform, Gmail and MailJet platforms
 - Managed the investor base after the CEO's passing
 - Augmented support with India based resources
- **IKON Technologies** – Arlington, TX (Acting Chief Technology Officer)
 - Evaluated IOT GPS and OBD based devices supporting Franchise dealers and Buy Here Pay here dealers
 - Implemented solutions for Inventory Management and Invoicing
 - Evaluated technical staff in the Guadalajara office resulting in recruitment and hiring areas of deficiencies.
 - Rearchitected legacy Windows based platform to a microservice based AWS platform for telematics.
 - Renegotiated Verizon and T-Mobile agreements
 - Recruited and hired a US Based VP of Engineering, Mexico based Director Back End, Mexico based Director of PMO
- **Asteri Information Systems** – Fort Worth (Acting Chief Technology Officer)
 - Provided technical due diligence for 3 potential acquisitions in the health care sector for asset tracking
 - Secured location based products for hospital, long term care and acute care based on blue tooth tags, Ultra-Wide Band and WiFi
 - Established the brand BettrAI for Population Health Management (Remote Patient Monitoring)
 - Architected and implemented an AWS based IOT platform for wearables, sensors, tags and fall detection
 - Implemented a Digital Human as the user interface for the elderly
 - Implemented ZenDesk, Shopify, MailChimp, WordPress and PR.CO for operations of the business.
 - Hired an India based team for Development and Marketing

EDUCATION

MASTERS OF BUSIESS
ADMINISTRATION

Information Systems Management
University of Dallas
1994 - 1997


BACHELORS OF BUSINESS
ADMINISTRATION


General Business
Stephen F. Austin
1985 - 1992

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TECHNICAL SKILLS

Microsoft Office Suite
Google Apps
All Operating Systems
Management of paid advertising
Business Plan Creation
Business Modeling
Search Engine Rankings
Most reporting & dashboard tools
Amazon AWS
Project Management
WIFI
Network Operations Center
Security

Able to Manage:

Most development languages -
UI/UX design -
Mobile App development -

INDUSTRIES

Ride Sharing / Food Delivery
Prepaid & Postpaid Wireless
Lifeline
IOT
Retail and Wholesale VoIP
Voice Termination
ISP
CLEC
SaaS
Video Conferencing
Network Marketing
Professional Services
Outsourcing / OffShore
WIFI
Healthcare

EXPERIENCE continued

- **SurfBoard** – Garland, Texas
 - CEO mentoring
 - Created a pitch deck for Series A funding
 - Venture Capital introductions
- **Pareteum** – New York (Acting SVP of Service Delivery & Support)
 - Implemented a PMO utilizing Wrike, Jira, Confluence and governance meetings
 - Managed all project managers and support engineers
 - Brought 135 “backlog undeployed contracts” under management resulting in a clearing of all stalled projects
 - Restructured the customer support group including deployment of Zendesk
 - Hired an India based team for support and managed existing team in Spain
 - Lead all cost reduction activities across vendors such as Amazon and outsourced services
 - Managed reduction in staff across Service Delivery without impacting delivery or support
 - Managed the deployment of 3 concurrent MVNE customers across 3 different countries.
- **Camara & Sibley LLP** – Houston, Texas
 - Subject Matter Expert on a litigation matter in the Lifeline space

Chief Executive Officer

Vibe Direct, Irving, Texas | July 2018 – July 2019 **(acquired and left at change in control)**

Cofounded a startup ridesharing company with a MLM based driver compensation model where drivers recruit drivers and earn commissions on every ride.

- Raised \$800K in angel financing at a \$10M pre-money valuation.
- Recruited entire team consisting of operations, marketing, support and accounting.
- Lead the development and deployment of every service including, mobile phone, OTT TV, video conferencing, Hot Spot, Coupon Offerings and ride share.
- Negotiated and implemented all areas of the ride sharing business including insurance, apps development, state filings, and the launch of Texas and Florida.
- Recruited top level reps to seed the organization of drivers.
- Created the Vibe brand targeted at millennials.
- **Secured a buyer and sale of the business: iBumerang**

Chief Executive Officer

Karma Mobility, New York, NY | June 2016 – July 2018 **(acquired and left at change in control)**

Recruited by (board) Eclipse.VC to restructure a failed investment in the WIFI based mobile data sector replacing the founding CEO. Company had raised \$7M in early seed rounds but also generated \$15M in vendor liabilities with burn of \$300K per month.

- Moved offices from New York to Texas reducing over \$50K/m in cash burn
- Reduced staff from 26 employees in New York and 7 in Amsterdam with 5 new employees in Texas and 6 in India which reduced over \$100K in monthly burn.
- Secured a \$3M Series A enabling cash to renegotiate vendor debt
- Negotiated better Mobile Data rates reducing network costs by \$50K per month
- Negotiated over \$15M in liabilities down to a remaining \$1M utilizing Series A funds avoiding litigation and service interruption
- Retired WTI (Western Technology Investment) note
- Launched a new product, Karma Black focusing on security and privacy
- Achieved operational break-even

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REFERENCES

Lior Susan
Founding Partner
Eclipse Ventures
408-223-5806
lior@eclipse.vc

Greg Reichow
Partner
Eclipse Ventures
650-862-7269
greg.reichow@eclipse.vc

Vic Bozzo
Past CEO
Pareteum
908-303-1828
vic.bozzo@pareteum.com

Mike Tribolet
CEO
YIP TV
201-301-5604
tribs@yiptv.com

Jerry Lambert
Past COO
Vibe Direct
817-846-6461
me@jerrywlambert.com

Tim Spence
Principal
Hill Top Ventures
209-662-4698
Timspace77@gmail.com

EXPERIENCE continued

Chief Operations Officer

TruConnect, Dallas, Texas | August 2013 – May 2016 **(Left after shutdown of Dallas)**

Recruited by Gemini Capital to consolidate 3 acquisitions and find a buyer for the customer base.

- Consolidated 3 billing systems into a single cloud based billing system including customer care, IVR, CLEC billing, wireless prepaid and lifeline services
- Completed sale of wireline business to BlueCasa and Birch
- Managed All Call Center operations based in US, India, Mexico and El Salvador
- Evaluated multiple acquisition targets
- Maintained and supported Walmart for prepaid mobile data brand: Internet on the GO
- Successfully launched lifeline wireless services in Texas and California generating 300,000 subscribers and \$140M in revenue over a 90 day period
- **Shutdown all remote offices consolidating all operations in Los Angeles**

Chief Technology Officer

Optimal Path & Transcom through TMSYS, Fort Worth, Texas | August 2011 – August 2013

Recruited as a strategic leader tasked with identifying acquisition opportunities in the market and building “synergies modeling” to support a rollup strategy among potential targets.

- Capitalized on industry background to lead a development team in building a high-volume session boarder controller.
- Acquired software assets from Mangold Technologies to launch a SaaS based LNP platform.
- Led software development teams building an integrated billing and routing platform

Chief Operations Officer

PacWest, San Francisco, California | November 2010 – August 2011 **(Acquired and left at Change in Control)**

Recruited by CEO to integrate 2 acquired businesses into PacWest and lead operations

- Slashed costs by \$300K / month with close expense auditing, automated solutions and offshore resource utilization including the creation of a Captive
- Recruited new leadership for key finance, network and billing roles
- Implemented KPI, change control and change management processes
- **I led the sale of the business to UniPoint Holdings**

EARLY CAREER EXPERIENCE

- Transcom Enhanced Service Provider, CTO 2005 – 2010 **(Shutdown)**
- Y-Tel International, CTO 2005-2006 **(Acquired and left at change in control)**
- TouchStone, CTO 2003-2005
- CCC GlobalCom, COO 2002-2003 **(Acquired and left at change in control)**
- IPOperations, CTO, 2002 – 2003 **(Acquired by CCC GlobalCom and assumed COO role at company)**
- FlashNet, CTO 1998 – 2000 (Acquired and left at change in control)
- Excel Telecommunications, Manager of Architecture, 1991 – 1998 **(Acquired and left at change in control)**
- Omni Computer Solutions, Unix Engineer, 1986 – 1991 **(Left after college graduation)**
- Compaq Computer, Engineering Support, 1986 – 1991 **(Intern)**

UNIVERSITY LEVEL TEACHING

- University of Phoenix, 2002 – 2011 (CIS/319, NTC/240, NTC/241, NTC/242, NTC/360)

VOLUNTEERING EXPERIENCE