

Charles Swanson

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Senior Operations Executive

Business Transformation • P&L Oversight • Organizational Development • Culture Change

Track record of producing innovative technologies and streamlining organizational processes

EXECUTIVE SUMMARY

CORE COMPETENCIES

- Product & Software Management
- Complex Issue Resolution
- Entrepreneurial Spirit
- Technological Creativity & Process Improvement
- Creative Business Solutions
- Strategic Planning & Risk Analysis
- Customer Acquisition
- Leadership & Team Building

Senior Operations Executive with extensive experience delivering leading-edge technology solutions to major enterprises. Build and lead cross-functional teams. Background includes establishment of corporate policies as C-Suite executive and a key board member.

Plan and execute enterprise-level business strategies and initiatives

Motivated by complex challenges with unwavering commitment to driving organizational development, growth, and improvement. Demonstrate exceptional collaboration, problem-solving, organizational, people management, and verbal and written communication skills.

PROFESSIONAL EXPERIENCE

TRINITY SERVICES GROUP

Bradenton, FL

National leader in correctional food and commissary services that merged with Swanson Services Corporation and Keefe Group to form TKC Holdings.

DEVELOPMENT MANAGER

2014 – 2018

Provided information technology support, software management, and software system integration. Delivered strategic technology direction and led advanced technology initiatives. Organized IT functions around partnerships to support business goals.

- **Increased EBITDA with \$8 to \$10 million bottom line impact** by using wholesale prices to improve cost of goods sold and lower cost of labor.
- **Successfully managed two different software companies** when cost-cutting eliminated one group's manager, merging both teams together to move to single platform.
- **Drove development of new software program** that linked two disparate systems through application of previous experience with development of original package.
- **Served as key resource in driving company merger and transition** to new ownership and management.
- **Implemented innovative and cutting-edge technology solutions** to appeal to broader base of clients while maintaining low-cost support structure.

COBRA SOFTWARE GROUP, LLC

Bradenton, FL

Held all technology intellectual property for Swanson Services Corporation, including all technical assets related to software and its licensing.

MANAGING PARTNER

1998 – 2018

Interfaced in real-time with jail management systems, inmate phone systems, Money Services Businesses (MSBs), and other third-party companies for data exchange using web services. Sold software and provided customer support for Swanson Services Corporation.

- **Saved 750 clients more than \$750 million over 25-year span** through banking, ordering, self-service, and other software licensing agreements.
- **Managed and developed software upgrade that impacted over 600 clients** and required extensive scheduling, testing, and implementation.

- **Led development and implementation of software and services** that launched company's entry into MSB.
- **Created and managed innovative financial software** for corrections industry using Oracle.
- **Initiated series of software enhancements**, including self-service opportunities and series of interfaces that exchanged real-time data, after transition to Oracle database with Windows front end.
- **Built complete private cloud environment** after creating hardware demo system to explore use of technology and cloud storage and rewriting software to use web interface.

SWANSON SERVICES CORPORATION

Bradenton, FL

Organization that specialized in jail facility commissary services with total of 13 U.S. offices, serving over 600 clients and 100,000 customers per day. Company was sold in 2014 to Trinity Services Group.

CTO/OWNER/BOARD MEMBER

1990 – 2018

Led continued development of commissary software and owned responsibility for all technology, including new client installations and support for existing clients, offices, and warehouses. Hired and trained development team to continue software expansion. Partnered with third-party vendors to execute integrations with in-house software. Contributed to strategic planning across all functional areas. Managed total of 30 IT staff.

- **Instrumental in growing company from zero income to \$130 million** in annual revenue over two decades.
- **Over \$1 million in annual cost savings, system uptime improvement from 95% to 99.7%, and 75% decrease in time to upgrade clients** achieved through development and implementation of private cloud.
- **Earned recognition as one of the top 100 fastest growing companies for three consecutive years** by University of Florida's annual privately held companies survey.
- **Regulated money services on federal level in all 50 states**, processing \$60 to \$70 million annually by following regulations and reports required for financial institutions.
- **Revolutionized corrections industry** by designing and developing groundbreaking software that computerized vending and commissary operations.
- **Spearheaded sale and integration** with Trinity Services Group to allow company to continue to grow and retain its employees.

PREVIOUS EXPERIENCE

CL SWANSON CORPORATION

Madison, WI

Full-service vending and dining company that served clients across the Midwest, Midsouth, Gulf Coast, and West Central Florida.

CTO/OWNER/BOARD MEMBER

Oversaw all data and communications. Identified and resolved processing and procedural issues. Analyzed and implemented enhancements related to assigned processes to reduce processing time and improve customer service. Purchased materials, including vending machine supplies and phone systems. Planned strategic business operations with leadership team.

- **Improved service levels at client locations and streamlined purchasing and warehouse functions** through launch of WAN encompassing 10 offices and warehouses, 25 remote cafeterias, and over 30 remote staff.
- **Managed move from System/36 to MS Server-based system**, transition from on-site servers to company-built data center, and development of five-rack data center in ATT CO-LO.
- **Gained valuable leadership and management techniques** used in hiring, building, and training future teams.

EDUCATION

Master of Business Administration, University of South Florida (Tampa, FL)

Bachelor of Science in Business Administration, University of Florida (Gainesville, FL)