

RICHARD CRAZYTHUNDER

Professional Services & Delivery Leadership

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SUMMARY

Delivery and professional services leader with 15+ years of leadership experience spanning military service, operations, and enterprise technology consulting. Repeatedly entrusted with strategically important, high-visibility client work, requiring rapid clarity, calm executive leadership, rigorous governance, and disciplined execution. Leads delivery across more than \$3M in average annual recognized services revenue spanning enterprise and federal professional services engagements, while shaping delivery governance and reusable consulting methods across the broader practice. Builds repeatable delivery systems that strengthen client confidence and scale beyond a single account.

CORE COMPETENCIES

Professional Services Delivery | Complex & High-Visibility Engagement Leadership | Delivery Governance & Risk Management | Program & Portfolio Oversight | Executive Stakeholder Management | Discovery & Workshop Facilitation | Scope, Milestone & Acceptance Governance | Client Relationship Expansion | Cross-Functional Team Leadership

EXPERIENCE

NETWORK TO CODE, New York (Remote)

Engagement Manager, 2023 – Present

- Entrusted with the firm's most complex, strategically important, and high-visibility client engagements and zero formal client escalations across managed engagements based on a demonstrated ability to quickly establish clarity, align stakeholders, strengthen discovery and governance, define scope and acceptance, surface risk, and build executive confidence.
- Accountable for delivery governance across \$3M+ in average annual recognized services revenue; coordinate client executives, consultants, architects, engineers, and internal leaders across complex enterprise and federal programs.
- Built and introduced a reusable, workshop-driven discovery methodology that replaced interview-heavy assessments with collaborative business, workflow, value, and solution discovery; adopted across four active client engagements.
- Expanded a strategic client relationship from \$1M to \$2M+ in annual services and independently originated an additional \$100K consulting and coaching engagement.
- Played a critical role in converting a successful \$676K global data-center engagement into a \$558K, 10-month expansion, preserving delivery continuity and client confidence while broadening the automation program.
- Originated and now lead a \$525K enterprise consulting engagement for a major global technology company, building sponsor confidence and shaping work across architecture, data governance, integration, automation, and execution support.
- Built delivery governance practices around risk, milestone readiness, scope control, acceptance, escalation, and cross-functional accountability, improving visibility and predictability across the engagement portfolio.

WEST MONROE, Chicago (Remote)

Senior Technical Project Manager, 2021 – 2023

- Led multidisciplinary teams of up to 20 across concurrent enterprise software and consulting engagements as primary delivery lead across client and technical stakeholders.
- Managed engagements representing approximately \$1.3M in average annual professional-services fees, balancing delivery commitments, scope, priorities, and risk.
- Improved delivery cycle time by approximately 25% and reduced scope creep by strengthening prioritization, backlog management, and delivery discipline.
- Built stable, high-performing teams with low turnover, on-time delivery, and no client escalations.

PEOPLESHOES, PBC, Clarksdale, Mississippi**Agile Program Manager**, 2020 – 2021

- Led customer operations and service delivery across enterprise and public-sector engagements, owning client relationships, scope, timelines, and issue resolution.
- Established and led the New York City Department of Education IT support engagement during the peak of the COVID-19 response, forming, training, and deploying 75 technical support professionals.
- Built operating rhythms and coached teams toward stronger accountability and decision-making while scaling service delivery in a high-demand environment.

AUTOMATION ANYWHERE, INC., Dallas, Texas**Agile Program Manager**, 2018 – 2020

- Led 10 enterprise automation engagements representing more than \$2M in professional-services fees, directing delivery from discovery through implementation and adoption.
- Delivered 100+ automated business processes supporting the Sprint/T-Mobile merger, coordinating transformation work across business, technical, and client teams.
- Advised client executives on digital transformation strategy and implemented an enterprise-wide Lean Six Sigma program to improve operational efficiency.

ACCENTURE, Dallas, Texas**Project Manager**, 2016 – 2018

- Managed end-to-end RPA delivery across multiple teams and client stakeholder groups, combining delivery governance with execution oversight.
- Led discovery sessions and workshops translating business processes into executable solution requirements, while managing and coaching offshore delivery teams in India and Eastern Europe.

NORFOLK SOUTHERN RAILWAY, Greenville, South Carolina**Communications and Signals Supervisor**, 2013 – 2015

- Led a unionized workforce of 25 in the installation, maintenance, and operational support of safety-critical railroad communications and signaling systems, with responsibility for operational priorities, budgeting, and compliance within a federally regulated environment.

U.S. NAVY**Aviation Electronics Technician Supervisor**, 2005 – 2010

- Led a 15-sailor aviation electronics repair center aboard USS George Washington (CVN-73), a nuclear aircraft carrier, as quality assurance and damage control team lead.

EDUCATION

University of West Florida, Pensacola, Florida — B.S., Information Technology

CERTIFICATIONS

CSP-SM (Scrum Alliance) | PMI-ACP | Certified Agile Leader | SAFe Agilist (SA) | ICAgile Agile Coach (IC-ACC) | ICAgile Team Facilitator (IC-ATF)