

# Joe Simone

## FIELD OPERATIONS & SERVICE DELIVERY LEADER

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### Executive Summary

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Director-level leader specializing in service delivery, field operations, and mission critical systems. Known for stabilizing underperforming environments, restoring customer confidence, and building high-performing teams that deliver measurable improvements in reliability, SLA performance, and customer outcomes.

Experienced in leading distributed teams across multi-state and global environments, supporting \$100m+ in regional operations and influencing \$1B+ in long-term customer value.

### Core Strengths

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- Operational Turnarounds & Crisis Leadership
- Service Delivery & Technical Operations
- Public Safety & Mission-Critical Systems
- Customer Recovery & Retention
- Cross Functional Leadership
- Workforce Development & Team Scaling

### Experience

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#### Motorola Solutions | Sr. Manager Prof. Services and Field Support (East Coast) 2024 - Present

- Lead regional SaaS service delivery operations supporting mission-critical public safety systems.
- Stabilized escalated customer environments during organizational transition.
- Delivered 25% profitability increase and +48 NPS improvement.
- Supporting ~\$100m in regional revenue with \$5m direct contract ownership.
- Built scalable processes, hiring strategy, and talent pipeline initiatives.

#### Motorola Solutions | Sr. Manager Field Services 2020 - 2024

- Led infrastructure and service delivery operations across Central Florida.
- Turned around failing contract and restored performance and financial stability.
- Directed large-scale remediation across RF and microwave systems.
- Led hurricane response operations
- Rebuilt team morale and performance

#### Panasonic Avionics | Sr. Manager / Acting Director, Field Engineering 2012 - 2020

- Led global Field Engineering operations supporting airline customers.
- Scaled organization 6x while improving performance and customer satisfaction.
- Influenced \$1b in near term revenue.
- Led Boeing 787 launch contributing \$100m contract expansion.
- Built career path and retention strategies.

## **Early Career**

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Panasonic Avionics | Supervisor, Field Engineering 2011 – 2012

Panasonic Avionics | Sr. Field Engineer 2007 - 2011

## **Certification**

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Lean Six Sigma Black Belt in Information Technology

Gainsight Customer Success Leader – Level 3

Gainsight Customer Success Manager – Advanced Certified Professional

Gainsight Customer Success Manager Professional

Aviat Certified Microwave Installer – Eclipse

Aviat Certified Microwave Network Associate

## **Education**

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Purdue University Global | A.A.S.

Major: Information Technology | Minor: Routing and Switching

Purdue University Global | B.S.

Major: Information Technology | Minor: Routing and Switching | Pursuing