

# John Callan

Citizenship: U.S. • Focus: International

## Contact

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## Profile

**Objective** I am seeking a leadership position with a startup or rapidly growing segment of a global company. I am offering fresh experience in managing business in the US, Europe and Asia.

**Availability** From July 2009

## Key Skills

Extensive international experience as global business leader and business owner.

**Directly managed staff  
in 20 countries**

**Business journalist with  
global experience**

**Managed budgets in  
multiple currencies**

**Previously based in U.K.  
and in Hungary**

## Education

**M.A., Journalism,  
(Political and Business Reporting)**

University of Missouri  
School of Journalism

**B.A. , Philosophy  
(Greek Philosophy and Ethics)**

University of Missouri  
College of Arts & Science

## Work Experience

Microsoft Corp, Redmond, WA, and Reading, U.K.

2004-2009

### Global Service Manager (Director-level business leader)

- ✓ **Directly managed** staff of 150 support and business analysts in 20 countries in US, Eastern Europe, China, India, Japan and Latin America
- ✓ **Controlled \$17 million budget**, including \$300,000 in monthly billing to 70 countries
- ✓ **Consolidated** and reorganized 5 global teams with ITIL- and MOF-based quality standards
- ✓ **Reduced** costs, improved performance of 860 internal sales, marketing and services web sites
- ✓ **Negotiated outsource contracts** in Mexico, Poland, China, Japan
- ✓ **Increased customer satisfaction** from 59% to 99.6% over two year period
- ✓ **Managed Program Managers, Developers and Support** staff across Europe

Microsoft Corp, Redmond, WA

2000-2004

### Group Support Manager

- ✓ **Deployed global project accounting** SAP-based system for Microsoft Consulting Services
- ✓ **Managed offshore** India, UK and US-based support teams
- ✓ **Optimized support costs** and performance of 80 internal sales-tracking websites

Point.com, Bellevue, WA

1996-1999

### Operations Manager

- ✓ **Managed e-Commerce** startup's infrastructure and editorial systems
- ✓ **Developed EDI integration architecture** to pull pricing information from cellular industry partners

MSNBC, Redmond, WA

1994-1996

World News Editor

- ✓ **Supervised all online editorial content**, design, and web production of world news.
- ✓ **Co-produce MSNBC/NBC Today Show** joint broadcast/netcast from Dublin

**Budapest Business Journal**, Budapest Hungary

**1992-1994**

**Owner/Managing Editor**

- ✓ **Founder and owner** of this weekly English-language business newspaper in Hungarian capital
- ✓ **Supervised all news content**, design, and print production
- ✓ **Negotiated contracts** with printers, distributors, domestic and international news services