

John Callan

Citizenship: U.S. • Focus: International

Contact

Tel : 321-622-3749

johnecallan@gmail.com

Address

909 East New Haven Ave., #207 Melbourne, FL 32901

Linked In : <http://www.linkedin.com/in/johnecallan>

Web : <http://www.johncallan.com>

Key Skills

Extensive international experience as global business leader and business owner.

**Directly managed staff
in 20 countries**

**Business journalist and
media owner with global
experience**

**Public Speaker focused
on business use of
social media**

**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

SpaceHelpwanted.com, Melbourne, FL

2010-present

Mission Commander

- ✓ **Founder and owner of SpaceHelpWanted.com, the leading Space Industry employment site on the Internet.**
- ✓ **Manage all aspects of business, including sales, marketing, human resources and technology**
- ✓ **U.S. Gov't eligible contractor, set-aside qualified, experienced in workforce retraining**

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

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