

DARRELL COHN, PMP, CSM

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PROFESSIONAL PROFILE

Project Management Professional (PMP/CSM) with extensive program management and technical operations experience at companies such as Grubhub, Tapingo, Verdant Robotics, and Make Cents Technologies. Adept at handling cross-functional technical projects and operations using the Agile framework, as well as on-time and on-budget project releases for enterprise clients with 10,000+ end users. Roadblock remover, client/vendor account manager, and spurner of scope creep. Effortlessly manages projects with multiple stakeholders and competing priorities via continuous improvement and regular updates. Empathetic leader focused on morale, safety, and communication who brings order to ambiguity. Eagerly creates buy-in across teams to achieve strategic goals/OKRs. Seeking a role to manage a company's project management needs.

WORK EXPERIENCE

Independent Project Consultant, Remote

MAR 2025 – Present

- **P74 Ventures:** VC and private equity firm focused on enabling tech that drives business and operations for early-stage pharma start-ups.
 - **Salesforce Implementation:** Reporting to the Managing Partners. Architecting a Salesforce Sales Cloud instance from project initiation to final project closing. Establishing core data model and foundational automation to ensure long-term scalability. Using AI tooling to unblock technical decisions.
- **Assembly:** Non-profit start-up committed to helping other non-profit organizations create community through licensed curricula, master classes, and workshops.
 - **Salesforce Optimization:** Reporting to the Executive Director. Refining the core Salesforce data architecture to strategically optimize the organization's Experience Cloud for Nonprofits instance, thereby providing the team with cleaner data and real-time visibility into prospective clients.

Verdant Robotics, Hayward, CA

DEC 2023 – AUG 2024

Series B startup that manufactures AI-powered autonomous agricultural robots designed for high-value specialty crops.

Director of Supply Chain Operations

Reported to the CFO. Managed supply chain operations programs from end-to-end. Oversaw company daily standups to determine bottlenecks, and oversaw Product and Engineering teams' Jira sprint planning via weekly meetings. Handled vendor and manufacturer relationships: Contract negotiations, orders, logistics, and AP. Led initial phase of project to launch Fishbowl Advanced ERP. Built online system for teams to request parts they needed. Implemented novel inventory/warehouse management processes. Procured necessary parts/components, and dealt with shipping and receiving logistics.

- Approved vendor payments, managed vendor issues, and oversaw \$100k liquidation project of legacy components.
- Conducted Fishbowl ERP project provisioning: Server setup, inventory import, unit cost selection, and configuration.
- Negotiated resale tax exemptions, special pricing, and net terms, resulting in average monthly savings of 35%.
- Managed 10,000+ SKUs for mechanical/electrical engineers to ensure component availability for manufacturing.
- Engineered digital check-in/out system with formalized shelving/workstations, driving inventory accuracy to 95%+.

Make Cents Technologies, Remote

JAN 2022 – SEP 2023

Series B startup that offers an all-in-one business management and POS system for laundromats and dry cleaners.

Senior Technical Operations Manager

Reported to the COO. Led technical project to replace home-grown inventory, ordering, and warehouse management system with ERP software. Maintained Salesforce integration and administered Mobile Device Management (MDM) for tablet fleet. Wrote project artifacts and setup/troubleshooting documentation to remove future bottlenecks, and managed Tier 3 support escalations. Introduced new product lineup aligned with business strategy and objectives. Led project to migrate internal order fulfillment to external 3PL partner. Managed supply chain, procurement, vendors, and distributors.

- Selected, configured, and implemented Fishbowl Advanced ERP, maintaining its Salesforce integration and product catalog of 100+ SKUs, achieving monthly inventory accuracy rates of 98%+.
- Implemented/administered MDM for 900+ Samsung/Sunmi tablets; oversaw bi-weekly Android app build releases.

- Created internal protocols, support artifacts, and a Jira Service Desk to monitor progress and mitigate risk.
- Oversaw new Sunmi T2s tablet/printer introduction, and supervised data and hardware transfer to the new 3PL.
- Maintained a 90%+ on-time delivery rate for hardware orders, translating to a 19% MoM sales increase.
- Managed supply chain: Sourcing, procurement, order fulfillment, pricing, shipping, resulting in NPS scores of 80+.
- Created Jira dashboards to monitor health of each project, and presented reports on their progress to the C-suite.

Grubhub (Tapingo), San Francisco, CA

JUL 2015 – MAY 2021

Enterprise company (\$655M valuation) that allows users to order food online from local restaurants for delivery or pickup.

Senior Technical Operations Manager, Food Pickup

Reported to the Director of Technical Operations for Food Pickup. Oversaw program management of a 200+ university portfolio utilizing Agile to optimize project workflows, and managed a team of technical operations specialists who deployed new campuses and maintained existing implementations. Transitioned all campus partners to single sign-on (SSO) authentication. Supervised API integrations and wrote product specs for the Product/Engineering teams. Led development of new self-service kiosk physical case to improve case integrity and introduce modularity. Directed hardware order delivery and supply chain for kiosks, kitchen printers/tablets. Oversaw Tier 3 support cases to assist Customer Success and Support.

- Orchestrated new campus partner software deployment projects, which increased by an average of 33% each year.
- Introduced Agile to manage tasks and projects, leading to a 15% increase in completion rates in the first six months.
- Guided an API data exchange with the University of Oregon, allowing for 23,600 students to order on Grubhub.
- Directed API integrations with key campus card system providers: Blackboard Transact/CBORD/TouchNet/Atrium.
- Dealt with HECVAT vendor security questionnaire projects to show data security compliance with standards like PCI.
- Oversaw new proprietary self-service kiosk case production and the project's supply chain, resulting in over 1,000 NFC, EMV, and swipe kiosks deployed by end of year 2021, and helped grow the kiosk program's revenue by 27% YoY.
- Monitored Tier 3 escalations with Jira, Splunk, Sentry, and Opsgenie, thereby reducing ordering failures by 20%.

Grubhub acquired Tapingo in 2018 for its order-ahead services for pickup and food delivery on college campuses.

Tapingo, San Francisco, CA

Mobile commerce platform specializing in streamlined food pickup and delivery for over 200 university campuses.

Technical Operations Manager, Food Pickup

Reported to the Director of Technical Operations for Food Pickup. Responsible for all new university partner deployment projects and maintenance of existing partners' integrations through regular stakeholder communication. Implemented SSO for partners using standard authentication services. Managed the supply of new self-service kiosks, printers, and tablets.

- Deployed/maintained software integrations for portfolio of 150+ campuses, leading to YoY revenue increase of 15%.
- Generated operational reports using SQL, Redash, Looker, and Tableau to reduce likelihood of critical failures by 30%.
- Worked with Engineering/Product/Sales/Marketing to align these teams on project management best practices.

Senior Operations Manager, Food Delivery

Reported to the Director of Operations for On Demand Food Delivery. Responsible for daily university operations and projects, including recruitment, onboarding, real-time driver support, shift scheduling, payroll, and reimbursements.

- Scaled the food delivery program from 10+ campuses to over 40 campuses across the country within one year.
- Developed a playbook for launching the delivery program on new campuses, which reduced time to launch by 25%.

EDUCATION

B.A., Biological Sciences, **COLUMBIA UNIVERSITY**, New York City, NY

PROFESSIONAL DEVELOPMENT

Certified Scrum Master (CSM), SCRUM ALLIANCE (DEC 2020)

Software Engineering Immersive Bootcamp, GENERAL ASSEMBLY (JUN 2015)

Project Management Professional (PMP), PROJECT MANAGEMENT INSTITUTE (SEP 2008)