

# DARRELL COHN, PMP, CSM

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## PROFESSIONAL PROFILE

Technical Operations Management Professional (PMP/CSM certified) with 23+ years of technical project and account management experience at companies such as Grubhub, Tapingo, Verdant Robotics, and Make Cents Technologies. Adept at handling day-to-day technical operations, as well as implementing software for enterprise clients with 10,000+ end users, hardware integration, risk mitigation, client and vendor account management, service outages, managing cross-functional projects, continuous improvement, and support documentation. Empathetic leader focused on morale and communication who brings order to ambiguity. Enthusiastically creates buy-in across internal teams to achieve strategic goals and OKRs. Seeking leadership role to manage an organization's technical operations or project management needs.

## WORK EXPERIENCE

**Assembly, Berkeley, CA**

**MAR 2025 – Present**

*Venture-studio committed to creating deeper, thicker forms of Jewish community through community building expertise.*

### Technical and Business Operations Consultant (part-time)

Reporting to the Executive Director. Working on multiple projects related to the “Iyun” education program and its curricula, aimed at enhancing stakeholder experiences through technology and business operational improvements.

**Verdant Robotics, Hayward, CA**

**DEC 2023 – AUG 2024**

*Series A startup that develops AI-powered mobile autonomous agricultural robots designed for high-value specialty crops.*

### Director of Supply Chain

Reported to the CFO. Managed supply chain operations from end-to-end. Led the initial phase of launching ERP software. Built an online system for teams to easily request the parts they needed. Implemented novel inventory and warehouse management processes. Procured necessary parts and components, and dealt with all shipping and receiving logistics. Handled all facets of vendor and manufacturer relationships: Contracts, orders, logistics, and accounts payable needs.

- Led Fishbowl Advanced ERP launch: Server setup, inventory import, unit cost determination, and configuration.
- Built online purchase request system to increase transparency, enable reporting, and hasten order approvals by 50%.
- Managed inventory (10,000+ parts) and non-inventory procurement for mechanical and electrical engineering teams.
- Handled shipping and receiving, and inventory check-in, which reduced lost and misplaced shipments by 98%.
- Controlled logistical facets of custom fabrication orders for components such as circuit boards and the robot's frame.
- Approved vendor payments in Bill.com, managed vendor issues, and led liquidation of \$100K worth of unused parts.
- Coordinated resale tax exemptions, special pricing, and net terms, resulting in average monthly savings of 35%.

**Make Cents Technologies, Berkeley, CA**

**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. Replaced home-grown inventory, ordering, and warehouse management system with ERP software. SME and administrator for tablet Mobile Device Management (MDM). Wrote support documentation for hardware setup and troubleshooting, and managed Tier 3 support escalations. Worked on priority hardware initiative (Cents Connect) poised to disrupt the laundromat and dry cleaning industries. Moved order fulfillment from in-house to Third Party Logistics (3PL) partner. Dealt with supply chain/procurement, and vendor, distributor, and manufacturer relationships.

- Selected, configured, and rolled out a new ERP, Fishbowl Advanced, and maintained its Salesforce integration and product catalog of 100+ products, which resulted in monthly inventory record accuracy rates of 98% and higher.
- Administered MDM for 900+ Samsung and Sunmi brand tablets, and oversaw bi-weekly Android app build releases.
- Created internal protocols, support guides, and a Jira Service Desk, resulting in a 90% decrease in Tier 3 escalations.
- Oversaw supply chain: Sourcing, procurement, order fulfillment, pricing, and shipping, resulting in NPS scores of 80+.
- Maintained a 90%+ on-time delivery rate for hardware orders, which translated to a 19% MoM sales increase.

**Grubhub (Tapingo)**, San Francisco, CA

**JUL 2015 – MAY 2021**

*Enterprise company (\$2.5B market cap) 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. Managed 200+ university partners with the Agile framework, and supervised a team of four technical operations specialists who deployed new campuses and maintained existing partners' software implementations. Transitioned all campus partners to single sign-on (SSO) app authentication services. Supervised API integrations and wrote product specs for the product and engineering teams. Led development of a 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, and accessories. Oversaw Tier 3 campus and end user support cases.

- Orchestrated new campus partner software deployments, 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 campus card system providers: Blackboard Transact, CBORD, TouchNet, and Atrium.
- Administered AWS: S3 for SFTP transfer of partner accounting files, EC2 for SSO monitoring, and SQS for CBORD API.
- 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.
- Managed Tier 3 escalations with Splunk logs and Sentry/Opsgenie alerts, 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

#### **Technical Operations Manager, Food Pickup**

Reported to the Director of Technical Operations for Food Pickup. Responsible for all new university partner deployments and maintenance of existing partners' software integrations. Implemented SSO for campus partners, and handled end user ordering service interruptions. Managed supply chain for new self-service kiosks, kitchen printers, tablets, and accessories.

- Deployed and maintained software and SSO integrations for 150+ campuses, leading to YoY revenue increase of 15%.
- Generated reports using SQL, Redash, Looker, and Tableau to reduce the likelihood of critical order failures by 30%.

#### **Senior Operations Manager, Food Delivery**

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

- Scaled the food delivery program from 10+ campuses to over 40 campuses across the country within one year.
- Developed 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 (1997)

## **PROFESSIONAL DEVELOPMENT**

**Lean Six Sigma Green Belt (LSSGB)**, **SIX SIGMA GLOBAL INSTITUTE** (Expected: MAY 2025)

**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)

## **AFFILIATIONS**

**Member**, **SCRUM ALLIANCE** (2020 – Present)

**Member**, **SAN FRANCISCO BAY AREA CHAPTER OF THE PROJECT MANAGEMENT INSTITUTE** (2014 – Present)

**Member**, **PROJECT MANAGEMENT INSTITUTE** (2008 – Present)