

DARRELL COHN, PMP, CSM

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PROFESSIONAL PROFILE

Technical Program Management Professional (PMP/CSM certified) with 23+ years of tactical experience at companies such as Verdant Robotics, Make Cents Technologies, Grubhub, and Tapingo. Adept at deploying, integrating, and maintaining software, handling day-to-day technical operations, risk mitigation, client/vendor management, service outages, managing cross-functional projects, sprint planning, continuous improvement, and documentation. Proficient at context switching and thriving in ambiguity, as well as overseeing multiple software implementation projects concurrently for enterprise clients with 10,000+ end users. Believer in being a very energetic, empathetic, and approachable leader focused on morale, communication, mentoring, and growth. Seeking a leadership role to manage an organization's technical program needs.

WORK EXPERIENCE

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 Technical Program Management

Reported to the CFO. Managed supply chain operations from end-to-end. Led the initial phase of launching ERP/MRP 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, logistics, orders, and accounts payable.

- Led Fishbowl Advanced ERP/MRP launch: Server setup, parts import, unit cost determination, and BOM creation.
- Built online purchase request system to increase transparency, enable reporting, and hasten order approval by 50%.
- Managed inventory (10,000+ parts) and non-inventory procurement for manufacturing engineering teams (ME + EE).
- Labeled shelves/aisles, and setup inventory check-in/out PCs, leading to inventory record accuracy rates of 95%+.
- Handled shipping and receiving, and inventory check-in, which reduced lost and misplaced shipments by 98%.
- Controlled logistical facets of custom fabrication orders and PCB manufacturing orders, aided by SolidWorks PDM.
- Approved vendor payments, managed vendor issues, and led liquidation of \$100K worth of unused components.
- 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 Program Manager

Reported to the COO. Upgraded home-grown Airtable inventory, ordering, and warehouse management system to ERP/MRP 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/dry cleaning industries. Moved order fulfillment from in-house to 3PL partner. Responsible for supply chain and procurement, in addition to vendor, distributor, and manufacturer relationships.

- Chose, configured, and rolled out a new ERP/MRP, Fishbowl Advanced, and maintained its Salesforce integration and product catalog of 100+ products, which resulted in a monthly inventory record accuracy rate 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.
- Led new 3PL partnership with Ware2Go, a UPS company, which resulted in a 20% reduction in shipping/labor costs.
- Oversaw supply chain: Sourcing, procurement, order fulfillment, pricing, and POs, which led to NPS scores of 80+.
- Maintained a 90%+ on-time delivery rate for hardware orders, which translated to a 19% MoM sales increase.

Grubhub, San Francisco, CA

JUL 2019 – MAY 2021

Enterprise company (\$2.5B market cap) that allows users to order food online from local restaurants for delivery or pickup.

Senior Technical Program Manager, Food Pickup

Reported to the Director of Technical Operations for Food Pickup. Managed 200+ campuses using the Agile framework, and supervised a team of four technical program specialists who deployed new campus partners, and maintained existing

partners' software implementations. Transitioned all campus partners to single sign-on (SSO) authentication from 2-step authentication, and trained direct reports on these procedures in order to scale. 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, and the ability to connect multiple peripherals. Directed hardware order delivery and supply chain for self-service kiosks, kitchen printers, tablets, and accessories. Oversaw all Tier 3 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 integration 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 partner file transfer, EC2 for SSO VM monitoring, and SQS for CBORD API integration.
- Dealt with all HECVAT vendor questionnaires to prove data security compliance with standards such as SOC2 and PCI.
- Oversaw new proprietary self-service kiosk case production and program 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 orders lost 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 Program Manager, Food Pickup

JUL 2016 – JUL 2019

Reported to the Director of Technical Operations for Food Pickup. Responsible for all new campus partner deployments and maintenance of existing partners' software integrations. Implemented SSO services for partners using Shibboleth, SAML2, CAS, and LDAP. Managed hardware supply chain for new self-service kiosks, kitchen printers, tablets, and accessories.

- Deployed and maintained software integrations for 150+ campuses, leading to a YoY revenue increase of 15%.
- Generated reports using SQL and Redash, Looker, and Tableau to reduce the likelihood of critical failures by 30%.
- Wrote playbook to standardize SSO implementations, which yielded a 20% reduction in time to launch.
- Oversaw flagship self-service kiosk supply chain and production, resulting in 500+ devices deployed in the first year.

Senior Program Manager, Food Delivery

JUL 2015 – JUL 2016

Reported to the Director of Operations for On Demand Food Delivery. Responsible for daily operations, including real-time delivery 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.
- Increased weekly applicant pool by 50% by leveraging the flexibility of the applicant tracking system (Fountain).
- 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: APR 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)