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PROFESSIONAL SUMMARY

Enterprise Professional Services and business process management leader with deep experience in program-scale service enablement, professional services offer development, knowledge/content management, business systems, governance, automation, stakeholder communication, cross-functional delivery, mentoring, and influence-based leadership. Long-tenured Dell Technologies / EMC professional supporting global professional services operations, offer lifecycle management, delivery readiness, content reuse, and operational process improvement.

Currently focused on business systems, reusable content structures, process governance, and knowledge/content management practices that improve automation potential, AI-readiness, decision visibility, and delivery consistency across professional services workflows. Partners with enterprise AI-enabled technology teams to align content with AI search, retrieval, and response needs, including UAT testing for content discoverability, answer quality, usability, and business alignment.

Known for translating complex operating needs into clear structures, repeatable processes, measurable outcomes, and practical communication for senior leaders, delivery teams, cross-functional stakeholders, and team members navigating career growth or job challenges.

CORE COMPETENCIES

Program and Business Leadership: Program Management | Business Process Management | Professional Services Delivery | Enterprise Professional Services | Service Enablement | Professional Services Offer Development | Service Lifecycle Management | Cross-Functional Leadership | Influence-Based Leadership | Mentoring and Coaching | Team Enablement | Stakeholder Management | Executive Communication

Systems, Content, Automation, and AI-Readiness: Business Systems | Knowledge Management | Content Management | Content Governance | Content Reuse | Content Discoverability | Process Governance | Workflow Improvement | Automation and Reporting | Enterprise AI Content Alignment | AI-Readiness | AI-Assisted Workflows | UAT Testing | Delivery Readiness | Business Architecture | Data Governance

Tools and Platforms: Microsoft 365 | SharePoint | OneNote | OneDrive | Power Platform | PowerApps | Microsoft Copilot | Excel | Linux | Windows | HTML | CSS | Python | JSON | Git/Gitea | Syncthing

TECHNICAL TOOLS, AUTOMATION, AND AI PRACTICE

Business and Collaboration Platforms: Microsoft 365, SharePoint, OneNote, OneDrive, Power Platform, PowerApps, Excel, reporting, workflow, and content management tools.

Project, Portfolio, and Work Management Tools: Planview, Jira, and enterprise workflow and intake systems.

Technical Environment: Linux, Windows, HTML, CSS, Python, JSON, Git/Gitea, Syncthing, and self-hosted/home-lab systems.

Enterprise AI and Automation Practice: Enterprise AI-enabled technology content alignment and UAT testing; Microsoft Copilot-enabled productivity workflows; AI-assisted research, summarization, meeting follow-up, email refinement, content cleanup, structured content review, and AI-readiness validation.

SELECTED IMPACT

- Primary developer of an industry-first, award-winning CPQaD custom quoting and delivery automation system that improved custom quoted sales velocity and delivered sustained business cost savings over multiple years.
- Enabled approximately \$85 million in quarterly custom services sales through improved automation, targeted reporting, and business systems.
- Contributed to approximately \$145 million in annual operational expense savings through document automation, content reuse, and standardization.
- Improved enterprise AI-readiness by aligning professional services knowledge assets, reusable content, and documentation practices with AI search, retrieval, response quality, and user validation needs.
- Developed standard business practices supporting 98% on-time project delivery and greater than 90% quality metrics.
- Improved action-item completion by 25% through enhanced communication strategy using SharePoint, OneNote, OneDrive, and other Microsoft productivity tools.
- Helped increase standard offer adoption by 15%, improving sales velocity and contributing to reported 12% revenue growth across global service offerings.
- Supported team member growth through listening, mentoring, coaching, and skill enablement, with 15% of the direct team growing into new career opportunities.
- Achieved multi-year high engagement / eNPS results, including 98% eNPS.

PROFESSIONAL EXPERIENCE

Dell Technologies / EMC, Hopkinton, Massachusetts

Enterprise Professional Services

September 2000 - Present

Senior Consultant, Business Process Management

2024 - Present

- Serve as a senior individual contributor in Enterprise Professional Services, applying prior director-level leadership experience to program-scale business process, service enablement, governance, and operational readiness initiatives.
- Lead knowledge/content management improvements that strengthen content reuse, discoverability, metadata discipline, governance, automation potential, and AI-readiness.
- Partner with enterprise AI-enabled technology teams to improve AI-readiness of professional services content by aligning knowledge assets, documentation, and reusable content structures with AI search, retrieval, and response needs.
- Conduct UAT testing within enterprise AI-enabled technology environments to validate content discoverability, answer quality, user experience, and alignment with business expectations.
- Apply Microsoft Copilot and AI-assisted productivity practices to improve meeting follow-up, email refinement, content cleanup, research support, and workflow efficiency.
- Translate complex professional services operating needs into practical business systems, process models, data structures, reporting approaches, and stakeholder-ready communication.

- Partner with senior leaders, delivery teams, business operations, and cross-functional stakeholders to improve service lifecycle management, offer content quality, delivery readiness, and decision visibility.
- Provide influence-based leadership through mentoring, coaching, peer support, and practical guidance for team members navigating career growth, role transitions, and job challenges.

Director, Professional Services Offer Development

May 2016 - 2024

- Led global professional services offer development and enablement across service offerings, delivery teams, business systems, and cross-functional stakeholders.
- Directed offer lifecycle, delivery readiness, process governance, and content reuse practices supporting improved consistency, sales velocity, delivery quality, and stakeholder confidence.
- Partnered with finance, legal, translation, publication, delivery, business operations, and senior leadership stakeholders to align service content, business rules, and operational execution.
- Improved business processes, reporting, automation, and reusable content structures supporting approximately \$85 million in quarterly custom services sales.
- Built high-engagement team practices focused on communication, trust, mentoring, coaching, operational clarity, career development, and measurable execution.

Senior Manager, Professional Services Offer Development

September 2014 - May 2016

- Managed professional services offer development activities supporting standardized service offerings, delivery readiness, stakeholder alignment, and business process improvement.
- Led teams through process changes, communication improvements, and enablement practices to support consistent delivery outcomes.

Advisory Solutions Architect, Professional Services Offer Development

May 2007 - September 2014

- Designed and improved service offer content, technical delivery structures, and business processes supporting professional services delivery.
- Contributed to CPQaD and related automation, reporting, and content reuse capabilities supporting custom quoted services and sales velocity.

Senior Solutions Architect, Professional Services Offer Development

September 2003 - May 2007

- Supported professional services offer development, delivery structures, technical content, and standard practices across hardware and software service offerings.

Professional Services Team Leader, Professional Services Offer Development

August 2002 - September 2003

- Led team activities supporting professional services offer development, delivery enablement, and process consistency.

Professional Services Senior Consultant, NAS and Data Protection

September 2000 - August 2002

- Delivered professional services consulting for NAS and data protection solutions, supporting customer outcomes and technical delivery quality.

Pfizer, Inc., Cambridge, Massachusetts

Bioinformatics Support and Network Engineer

September 1999 - September 2000

- Supported bioinformatics systems, network engineering, technical operations, and application environments.

Invensys / The Foxboro Company, Foxborough, Massachusetts and Windsor, United Kingdom
Director, IT Microsoft and UNIX Global Applications

August 1995 - September 1999

- Led IT application support and global Microsoft / UNIX application environments across distributed teams and business stakeholders.

Quantum Corp., Shrewsbury, Massachusetts

IT Support Engineer

January 1993 - August 1995

- Provided IT support, systems support, troubleshooting, and technical enablement in a technology business environment.

Digital Equipment Corp., Shrewsbury, Massachusetts

Engineering Technician - Microlithography Thin Film Heads

June 1989 - January 1993

- Supported engineering and microlithography work in thin film head manufacturing and technical environments.

COMMUNITY LEADERSHIP

Northeast Region Camping Charity, Millbury, Massachusetts

Executive Director, Business Operations and Fundraising

May 2018 - Present

- Lead nonprofit operations, fundraising, volunteer coordination, communications, event execution, and stakeholder engagement.

Additional Leadership and Governance Roles

- Treasurer, The Michael Calvin Hamblin Foundation; Chairman and Treasurer, Millbury Redevelopment Authority; Treasurer, Millbury Music Parents Association.
- Supported nonprofit, municipal, and volunteer organizations through governance, financial stewardship, reporting, fundraising, public communication, and operational accountability.

EDUCATION AND CERTIFICATIONS

- ITIL Certification

- Northeastern University, Boston, Massachusetts - Certificate, Chemistry and Microlithography
- Quinsigamond Community College, Worcester, Massachusetts - Associate Degree, Electronics
- Blackstone Valley Regional Vocational Technical High School, Upton, Massachusetts - Electronics

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