

JOHN M. PETTE

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SUMMARY

Master of Information and Data Science graduate student at University of California, Berkeley, focusing on data modeling, causal experiments, and machine learning algorithms, finishing in April 2019. Data-driven, detail-oriented analytics specialist. Adaptable leader and accomplished management professional with 20 years of experience using data and logic to improve operations in cross-functional environments in government, music, technology, and real estate. Extensive understanding of diverse cultural and business practices. Confident and honest negotiator, with a track record of turning steadfast disagreements into diplomatic compromises. Empathetic supervisor, able to tailor management styles to individual employee personality types.

EXPERIENCE

U.S. DEPARTMENT OF STATE

Management and Operations Expert

Washington, DC

May 2005 – July 2018

Senior Program Manager, Arlington, VA and Walnut Creek, CA

August 2016 – July 2018

Led a 25-person team in the development and planning of an initiative to modernize analytics practices and data management structures, systems, and processes for one of the largest functional bureaus in the Department of State, with over 1,100 employees and oversight of \$9 billion in active construction and real estate projects. Directed a separate cross-functional team through the design and implementation of life-cycle cost analysis practices, positioning the bureau for millions of dollars in future savings.

- Managed a matrix team within a hierarchical organization through planning and design of an enterprise-wide integrated workplace management system, IBM TRIRIGA, to provide ready, reliable, and relevant data and enabling data-driven decisions for the bureau and all 280 overseas U.S. embassies and consulates.
- Identified business requirements and directed process mapping exercises to optimize all real estate, financial management, project design, construction management, and facilities management processes. Guided subject matter experts in re-engineering those processes, ensuring they would function within IBM TRIRIGA, thereby minimizing future support needs and saving the Department millions of dollars per year.
- Contracted with a team of life-cycle cost analysis experts to assess existing practices and identify deficiencies; used the resulting data to develop a life-cycle cost analysis methodology for the bureau.

Chief of Staff and Senior Manager, Arlington, VA

July 2014 – August 2016

Served as the Chief of Staff to the Director of the Bureau of Overseas Buildings Operations. Provided strategic advice for global decisions involving major capital construction, renovation, and real property acquisition efforts to meet Department priorities. Developed communications strategies for bureau interactions with Congress, the media, and oversight organizations. Supervised a team of support staff and mentored mid-level management personnel.

- Negotiated a landmark interagency construction agreement, establishing a precedent for all future deals.
- Evaluated staffing projection data, identifying and resolving errors for one of the Department's largest ever construction projects, saving a year of redesign time and tens of millions of dollars in associated costs.
- Designed improvements to internal business processes and made policy recommendations to the Director to streamline bureau operations, reducing average approval times from weeks to days.

Operations Manager, Washington, DC

July 2012 - July 2014

Directed cross-functional management support as the primary Washington management liaison between the Department of State and thirteen embassies and consulates in Europe.

- Launched a plan to relocate an Embassy, thereby increasing security and saving the Department over \$1 million per year in operating expenses. Successfully implemented a communications strategy that refuted a political media campaign against the project. Thwarted the attack to the extent that it was included in the Washington Post's annual *Biggest Pinocchios* fact-checking column.
- Advised overseas HR offices about how to approach personnel actions throughout a complicated series of lawsuits involving multiple personnel, which included scrutiny from oversight organizations and the media.

Operations Manager, Arlington, VA

July 2010 - July 2012

Managed construction and facilities support for U.S. government-owned and leased property in fifteen European cities. Inspected all locations for regulatory compliance and assessed maintenance, renovation, and security needs.

- Secured support and funding to renovate two owned buildings that were set for sale, thereby sparing the Department lease costs in excess of \$500,000 per year.
- Lobbied for construction project funding and secured over \$15 million for construction projects.
- Identified and reconciled the improper use of nearly \$1 million of funds at one foreign office.

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Political and Consular Liaison, San Salvador, El Salvador

July 2008 - June 2010

Liaised with Ministry of Foreign Affairs counterparts and Salvadoran political parties to further U.S. political interests. Drafted and edited all correspondence from Embassy San Salvador to the U.S. Congress relating to visas.

- Organized and trained a 70-member election observer mission. Recruited a diverse group of volunteers from the Embassy community and from U.S. embassies in neighboring countries. Devised a logistical plan that provided U.S. observer coverage for 90% of the 262 municipalities in El Salvador, facilitating the peaceful transition of power in a contentious election.
- Analyzed electoral processes; developed a data model that forecasted the election results of the five Salvadoran political parties with greater accuracy than any published projections.

Manager, Geneva, Switzerland

October 2005 - October 2007

Launched ISO 9001 quality management system pilot program at the U.S. Mission in Geneva. Supervised procurement activities; drafted and reviewed major contracts. Oversaw construction projects at the Mission.

- Constructed process maps and evaluated financial management and procurement operations; achieved ISO 9001 certification for both.
- Developed KPIs, identified process bottlenecks, and redirected resources, reducing financial management processing time from three weeks to five business days.

SHATTERED WORLD MUSIC

June 2012 - present

Own and operate a record label, focused on small-run vinyl record releases; released three records.

PETTE DISCOGRAPHIES

December 2007 - present

Build and maintain a website and online community for record collectors. Interview record label employees and band members to research pressing information for hundreds of rare records. Use extensive contact network to connect sellers with collectors.

HARMONY PROPERTIES

Atlanta, GA

Information Technology Manager

January 2003 - April 2005

Managed full range of I.T. services for a small company with 18 locations. Constructed and edited internal and external websites. Built and maintained databases and wrote Classic ASP applications for website integration.

VIRGIN RECORDS

New Orleans, LA

Marketing Representative

March 2001 - June 2002

Marketed Virgin artists through press, radio, and independent retail stores, resulting in widespread New Orleans market exposure for bands. Promoted touring artists. Supported three platinum and three gold records.

THE ADVISORY BOARD COMPANY

Washington, DC

Information Systems Procurement Associate

October 1999 - August 2000

Managed hardware and software purchasing and hardware maintenance for staff of 450.

DUPONT

Wilmington, DE

Research Technician

October 1998 - October 1999

Researched more efficient methods for Nylon production through laboratory experiments and statistical analysis.

WVBR FM ITHACA

Ithaca, NY

Production Manager

July 1997 - July 1998

Music, Sports, and News On-Air Personality

April 1996 - July 1998

EDUCATION

University of California, Berkeley – Berkeley, CA

Master of Information and Data Science, expected graduation spring 2019

Tulane University, A. B. Freeman School of Business – New Orleans, LA

Master of Business Administration: Marketing and Business Management

Cornell University – Ithaca, NY

Bachelor of Arts: Chemistry, cum laude

SKILLS

Languages: Spanish – professional proficiency; Japanese – working proficiency

Technical: Python (NumPy, Pandas, Scikit-learn), R, SQL, Tableau, D3, HTML, CSS, MS Excel, Audacity