

NAOMI TAKEUCHI RESUME

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SUMMARY

Highly experienced strategic planning and business consultant with proven leadership skills to drive business solutions while maintaining customer focus. Key skills include project leadership, product management, teamwork, effective communication, and marketing skills. Experience and education reflects an understanding of information technology, biotechnology trends and business strategies for both commercial and nonprofit organizations. Proven ability to manage, develop and retain a large number of staff members in direct and virtual teams.

CAREER HISTORY

1000 CRANES®, LLC, Durham, NC

5 years

President

September 2003 to present

- Provide consulting services in strategic planning, business plan writing and grant writing to support small businesses and non-profit organizations. Customers include the W.F.F Kellogg Foundation, The Z. Smith Reynolds Foundation, The Kate B. Reynolds Foundation, and the Duke University Medical Center.
- Regularly teach for the Duke Certificate Program in Nonprofit Management. Classes include the following: Elements of a Business Plan, Cashflow Principles, Federal Grant Writing, Federal Grant Writing for Faith-Based Organizations and Operational Efficiencies.
- Develop customized continuing education programs and courses for colleges and universities. Customers include Duke University, Johnston Community College, and Tidewater Community College.

CISCO SYSTEMS, INC., Research Triangle Park, NC

9 years

Marketing Programs Manager

July 2002 to July 2005

- Currently managing the global Cisco Advanced Services Programs Release 3.4 with projected incremental revenues of over \$12M. Ensured that all aspects of the New Product Introduction process were delivered on time tracking deliverables through a web-based Executive Strategy Management tool.
- Create and develop service components related to optimization services in the Advanced Services Portfolio which are utilized for customized service solutions to end customers and partners.
- Managed the Focus Technical Support (FTS) program generating over \$7M in revenues annually. This program provides reactive consulting support to Cisco customers. Crafted strategic directions for assistance to our high-end customers by tailoring custom support programs.

Cisco Community Fellow/ExplorNet

July 2001 to July 2002

- Developed business development procedures to procure funds for ExplorNet through strategic partnerships and strategic fund-raising activities
- Optimized business processes through the development of standardized procedures for project evaluation through the use of their Intranet. Educated ExplorNet staff in project planning through Microsoft Project.
- Managed the collaborative partnership project between ExplorNet and the Food Bank of NC.

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Venture Capital Alliance Manager

January 2000 to July 2001

- Developed strategic relationships with Venture Capitalists in Silicon Valley, Los Angeles, Seattle, Scottsdale and Denver. (Relocated to the Denver office for four months to assist Field Marketing).
- Consulted with entrepreneurs regarding Cisco solutions and how these could bring value to their core business. Performed due diligence and feasibility studies of customer business plans.
- Evaluated the investment criteria of Venture Capitalists in the Western region and provided business plans that matched their investment criteria.
- Educated Venture Capitalists in understanding Optical, Content Delivery, Storage Area Networking, Voice and Wireless technologies.

Product Manager

September 1998 to January 2000

- Analyzed marketing efforts for device health management and fault management issues for the CiscoWorks 2000 Network Management Product.
- Crafted Product Requirement Documents with developers, marketing and sales personnel to create and integrate technology into the product line.
- Visited key Cisco customers to gather requirements for product development and support which led to the business case development, customer briefings and product launches of new services. Coordinated customer resolution issues with the Technical Assistance Centers worldwide.

Manager, Technical Support

March 1996 to September 1998

- Recruited, trained and developed a team of engineers in the active resolution of customer problems from the East Coast Technical Assistance Center. (33 full-time employees) Provided motivation and goal setting to these individuals to maintain high levels of job satisfaction and efficiency.
- Managed a worldwide team of System Administrators to ensure SUN Workstations were operational for all Technical Assistance Centers worldwide.
- Coordinated strategic technical support activities to ensure seamless support to customers worldwide by offices located in Brussels, Sydney, Tokyo, London and San Jose.
- Trained account managers and system engineers in Latin America regarding Technical Assistance Center procedures.

MCNC, Research Triangle Park, NC

3.5 years

Manager, Internet Operations

February 1994 to March 1996

- Managed a staff of Network Analysts, Network Technicians and System Administrators to maintain the statewide North Carolina Research and Education Network (NCREN).
- Created a business plan, which was purchased by Capital Broadcasting, to form a successful Internet Service Provider called Interpath. Migrated customer accounts to the new service to ensure customer satisfaction.
- Migrated NCREN to next-generation Internet protocols, routing policies and networking technology.

Network Services Specialist

October 1992 to January 1994

- Designed and implemented network configurations for small private colleges connecting to the NCREN.
- Developed testing, implementation and education plans for the migration of Internet services to the North Carolina Information Highway (NCIH) project, an ATM over SONET based network.

STANFORD UNIVERSITY, Stanford, CA

3 years

Networking Systems Consultant

October 1989 to October 1992

- Managed the Graduate School of Business and Main Quadrangle network projects requiring the installation of Cisco routers, 3COM repeaters and twisted-pair cable.
- Supervised and trained student helpers in the implementation of network plans.
- Evaluated alternative technical solutions, design network configurations and follow through on the installations of LANs to the TCP/IP campus network, SUNet.

EDUCATION

EMBA, University of North Carolina/Kenan-Flagler School, Chapel Hill, 1997

BA, Microbiology and Genetics, University of California, Berkeley, 1987