

DARRELL COHN, PMP, CSM

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PROFESSIONAL PROFILE

Technical Operations Management Professional (PMP/CSM certified) with 22+ 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 business operations, risk mitigation, client/vendor management, service outages, scaling operations, automation, 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 operations needs.

WORK EXPERIENCE

Verdant Robotics, Hayward, CA

DEC 2023 – SEP 2024

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

Director of Supply Chain Technical Operations

Reported to the CFO. Managed supply chain operations from end-to-end. Led the initial phase of launching Fishbowl Advanced 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 AP.

- Created interim inventory tracking system while leading the initial phase of rolling out Fishbowl Advanced ERP/MRP software: Server hosting and setup, sandbox creation, 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 products.
- 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.

Technical Operations 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 protocols, support guides, and Jira Service Desk, resulting in a 90% decrease in Tier 3 escalations to TechOps.
- Led new 3PL partnership with Ware2Go, a UPS company, which resulted in a 20% reduction in shipping/labor costs.
- Deftly oversaw the POS hardware supply chain: Sourcing, procurement, omnichannel order fulfillment, returns, exchanges, and pricing, as well as sales and purchase orders. This contributed to an annual average NPS score 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

Publicly traded company that allows users to find and order food online from local restaurants for delivery or pickup.

Senior Technical Operations Manager, Food Pickup

Reported to the Director of Operations for Food Pickup. Managed a portfolio of 200+ campuses using the Agile framework, and supervised a team of four technical operations 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 44% 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.
- Oversaw API integrations with campus card system providers: Blackboard Transact, CBORD, TouchNet, and Atrium.
- Managed 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.
- Directed Tier 3 support escalations using Splunk data and device crash logs, 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 Operations Manager, Food Pickup

JUL 2015 – JUL 2019

Reported to the Director of 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 partner hardware supply chain for self-service kiosks, kitchen printers, tablets, and accessories.

- Deployed and maintained software integrations for 150+ campuses, leading to a YoY revenue increase of 15%.
- 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 Operations Program Manager, Food Delivery

JUL 2015 – JUL 2016

Reported to the Director of Operations for On Demand Food Delivery. Responsible for daily operations, including live delivery driver support and oversight, driver recruitment, shift scheduling, and driver payments and reimbursements.

- Scaled the food delivery program from 10+ campuses to over 40 campuses across the country, within a 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: January 2025)

Certified Scrum Master (CSM), **SCRUM ALLIANCE** (2020)

Software Engineering Immersive Bootcamp, **GENERAL ASSEMBLY** (2015)

Project Management Professional (PMP), **PROJECT MANAGEMENT INSTITUTE** (2008)

AFFILIATIONS

Member, **ASSOCIATION FOR SUPPLY CHAIN MANAGEMENT** (2024 – Present)

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

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

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