

CHRIS KIKLAS

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PRODUCT STRATEGY EXECUTIVE

Transformational, goal-oriented Product Executive with extensive leadership experience in Product Management, International Operations, Service, Support, Marketing, Sales and Project Management. Extensive knowledge of the Small-to-Medium Sized Business and International customer segments and creating product and marketing value for customers. Excellent communication skills allow for positive interaction with customers and all levels of employees. Additional expertise in:

- ◆ Process Improvement
- ◆ Strategic Planning
- ◆ Vendor Management
- ◆ Customer Service Management
- ◆ Product Design
- ◆ Business Intelligence

PROFESSIONAL EXPERIENCE

UKG, INC., Lowell, MA

May 2016 – Present

VP, Product Management (July 2023 – Present)

- Led the strategy for UKG's SMB and International HCM solution, UKG Ready including the launch of multiple new modules that led to exceeding revenue targets every year and helped sustain revenue growth of over 20%
- Managed the overall management of headcount, budget, and metrics for the entire Ready Product Management team
- Established and developed a high-performing international product team of 40+ members, resulting in a 40% increase in product delivery efficiency and quality
- Collaborated with cross-functional teams to drive the development of the product roadmap and strategy, resulting in an increase in customer retention and product usability and satisfaction
- Built strong relationships with key industry influencers and thought leaders, resulting in increased brand awareness and recognition for the product in the marketplace

Sr. Director, Product Management (January 2021 – Present)

- Led the strategy for UKG Ready's Workforce Management modules, Platform, Admin Services products, AI/ML, Documentation and Suite Experience platform
- Contributed to the overall management of headcount, budget, and metrics for the entire Ready Product Management team
- Collaborated on decisions around new products to bring to market, products to sunset, and which areas of the products should increase or decrease in investment
- Ran international Product Management leading to changes in the product that resulted in Sales achieving more than 100% of quota quarter after quarter
- Worked with cross functional groups to better align strategies in order to release more product more frequently and with better quality that delivered value to customers and to UKG
- Implemented a continuous planning process in Product Management that created more agility and the ability to deliver just in time solutions to customers
- Created continuous feedback loop with Sales, Pre-Sales, Marketing, Sales and Services to drive innovation, collaboration and improvement to the Ready suite
- Partnered with Engineering on designing, implementing and executing agile practices

PROFESSIONAL EXPERIENCE*(Continued)*

- Spoke and presented frequently both internally at sales summits, analyst events and customer conferences and externally at industry conferences on the Ready product and strategy, Human Capital Management, Artificial Intelligence, Leadership and Workforce Management topics

Director, Product Management (May 2016 – January 2021)

- Led the strategy for UKG Ready's Workforce Management modules
- Responsible for the Workforce Ready platform
- Created and led the Artificial Intelligence and Advanced Analytics group for the UKG SMB solution
- Managed the technical publications team and oversaw the transition to online documentation
- Insured that innovation was always at the forefront of product and engineering thinking and responsible for the consistent release of innovative products in the market
- Redesigned the product management process to make it more efficient and streamlined
- Managed the Workforce Ready partner marketplace program

EMLOGIS, INC., Houston, TX

February 2008 – May 2016

President (April 2014 – May 2016 Acquired by Kronos, Inc.)

- Prepared and presented monthly and quarterly updates to both the EmLogis Board of Directors and Investors.
- Expanded the EmLogis business internationally by opening and growing an Asian subsidiary, creating an internationally recognized Employee Scheduling brand.
- Responsible for all G&A, Marketing, Engineering, Product Management, Services and Support areas of the business.
- Led a multiyear design and development project of EmLogis' next generation employee scheduling solution
- Frequent guest speaker and moderator on workforce planning, employee engagement, motivation, creating change, and employee scheduling.
- Participated in prospect and customer interactions
- Expanded and refined a robust international remote working program
- Transitioned from high cost offshore development team to cost effective, high productivity team.
- Forged relationships with partners in various industries

Vice President, Operations and Corporate Treasurer (September 2013 – March 2014)

- Evaluated all company expenditures and processes ultimately reducing corporate expenses by 30% without losing employees while at the same time increasing output.
- Responsible for all G&A, Marketing, Services, Business Development and Support Areas of the business.
- Sponsored project to streamline SaaS based implementations
- Built comprehensive financial model to create a more predictive, future looking strategic plan
- Assisted in the creation of a robust remote working program,

Vice President, Services & Support and Corporate Treasurer (2011 – September 2013)

- Evaluated and revamped all employee benefit programs to make them more financially viable, increase their competitive nature and increase employee satisfaction.

PROFESSIONAL EXPERIENCE

(Continued)

- Instituted Marketing and Sales metrics to better align activities in those areas to corporate goals.
- Managed all Services, Training, Marketing and Support employees
- Promoted operational efficiency by cross training all employees to have secondary responsibilities
- Spearheaded organizational restructuring for more comprehensive support and services with fewer employees.
- Built streamlined processes between Development and Services teams
- Implemented SaaS-based support site to reduce the number of needed support staff by 50%
- Created a run book process for Customer Support

Manager, Consulting Services (2010 – 2011)

- Managed all day-to-day activities of Consulting Services and Support teams
- Led customer-facing data warehousing project
- Created comprehensive customer and employee training programs
- Oversaw all customer interaction and support during Pre/Post-Sales process.
- Managed support, telephone and marketing vendors

Manager, Pre-Sales (2008 – 2010)

- Created entire Pre-Sales process
- Redesigned sales process to achieve more complex and larger sales
Developed initiative to reformat and improve customer demos
- Provided constant customer support throughout Pre-Sales/Sales process
- Produced sales and marketing newsletters to engage new and potential customers.

ATTACHMATE - NETIQ, Houston, Texas

2005 - 2008

Project Manager – Senior Business Analyst

- Created new employee, ongoing and on-demand training for all Business Intelligence applications and corporate workflows.
- Provided team leadership for NetIQ's Sales Operations team
- Led maintenance, support, application development of internal Business Intelligence solution
- Managed end-to-end lead process ensuring timely and accurate delivery of leads

M. D. ANDERSON CANCER CENTER, Houston, Texas

1999 - 2005

Crystal Enterprise Lead – Applications Systems Analyst

Technical Lead – Software Systems Specialist

General Systems Support – Software Systems Specialist

- Provided team leadership for critical business intelligence infrastructure

EDUCATION

UNIVERSITY OF NORTH TEXAS, Denton, Texas

Bachelor of Applied Arts and Sciences

Associations

THE CENTER FOR CLINICAL WORKFORCE PLANNING PROFESSIONALS (September 2015 – Present)

Faculty

SOCIETY OF HEALTH SYSTEMS (May 2013 – May 2016)

Member of Tools Committee

HEALTHCARE INFORMATION AND MANAGEMENT SYSTEMS SOCIETY (May 2013 – May 2016)

Member

FRIENDS OF THE HOUSTON PUBLIC LIBRARY (January 2014 – May 2017)

Board Member (2014 – Present)

Treasurer (2014-2015)

MENSA INTERNATIONAL (October 2011 – Present)

Member