

JEFF HILEMAN

DIRECTOR, DIGITAL EXPERIENCE



805.214.8315 • Jeff@JeffHileman.com • <https://www.jeffhileman.com>

Global Leadership / Product Management / eCommerce / eProcurement / SEO-SEM / Software Development / New Product Development / Digital Experience / Strategic Planning / Continuous Process Improvement

SKILL TREE

Competency	Sales	Engineering	Product
Proficient	CRM	CI/CD, DevOps, Git	OMS, TWL, ERP, WMS, VMI
	Omnichannel marketing	AI integrations	CDN, WAF, IIS, SQL, GCP
	Power BI and visualization tools	Angular, react, .net, java, npm, grunt	Performance/site monitoring
	SEM / paid search	ETL tools such as Pentaho	QA automation - Selenium
Expert	eProcurement & Punchout	Html, css, js, web services	CMS & OMS
	B2B & B2C eCommerce, Marketplaces	Jira, Scrum, Agile, Waterfall	Google Analytics, GTM, GSC
	SEO, funnel optimization, A/B testing, personalization	Point to point integrations	Strategic road mapping, Product leadership, User stories
	Payment gateway/services	Middleware	UI/UX design
	NPS & Customer experience surveys	PIM & DAM	Compliance – PCI, CCPA, GPDR, DSS
	QBRs and reporting	Optimizely Commerce	Contract negotiation

CAREER HISTORY & ACCOMPLISHMENTS

TestEquity, a stocking distributor of Test & Measurement Equipment and Electronic Production Supplies

Director, Digital Experience: 2018-present. As the Director of Digital Experience, Jeff is responsible for achieving revenue growth and GP targets. He leads Product Owners/Managers, full stack developers, QA, UI/UX designers, and project managers, & eProcurement. Jeff manages 15 FTEs. Recent accomplishments:

Consistent online experience: Consolidated 7 websites onto one platform and one CMS, increasing velocity by 300% and reducing opex by 250k annually.

Bookings and margin: Increased bookings on testequity.com by 10x and gross margin by 10% within 2 years.

Development: Established a scrum practice from the ground up, transitioning the business off waterfall.

Catalog: Enabled the business to scale by integrating PIM, ERP, and eCommerce. More than doubling the products on offer within 1 year.

EMEA: Launched testequity.co.uk and developed GTM strategy for the EU + UK.

Automation: Introduced order automation, reducing the amount of touch time per order by 5 minutes, a 50% reduction.

Ixia, a \$700M provider of testing, visibility & security solutions (acquired by \$2.9B Keysight Technologies).

Director, Business Relationship Management, 2015-2018. Built Business Relationship Management team from the ground up which created a strategic partnership between IT and other departments. Responsible for IT project management, business analysis, requirements and quality assurance on IT development projects. Among key contributions:

Developed new SaaS offerings for the test and measurement market: Ixia needed to keep pace with a fast-changing market. Collaborated with Chief Product Officer on new virtualized products and SaaS offerings. Successfully launched new services and online product store months just prior to Ixia acquisition by Keysight.

Built Business Relationship Management team, delivering 100+ projects in two years: IT had just been a service provider at Ixia. Developed a strategy to fill the gap between IT and the rest of the company and built a small Business Relationships Management team. Saved nearly \$500K annually.

Senior Manager, Global IT Services, 2013-2015. Responsible for the overall Ixia end-user experience. Managed both Helpdesk and infrastructure operations staff with 15 FTEs and as many as 10 Consultants. Accountable for all IT infrastructure operations. Set goals and objectives for global IT service delivery. Noteworthy accomplishment:

Generated \$800K in Office365 service credits from Microsoft: Newly launched MS Office365 suffered from service degradation and outages. Developed a system for requesting Ixia service credits from Microsoft for lack of service. Program produced \$800K in first year service credits that helped fund a range of IT activities.

Global Service Desk Manager, 2010-2013. Managed Ixia worldwide Helpdesk and desktop support. Managed a number of IT vendors and owned the relationship between IT and the user community. Made contributions to a series of high-profile projects including cloud services, Unified Communications and Office365.

Earlier: Employed as **IT Lifecycle Services Supervisor** at SIGMAnet during 2005-2010. Managed operations of high volume service depot, deploying thousands of laptops, servers and other technology daily. Supervised the Configuration Service Center. Managed 5-10 FTEs and served as point of escalation for issues conflicts and problems. Recruited by Ixia in 2010.

CERTS AND EDUCATION

Facilitating Change

Zuora-Certified Administrator (2018)
Certified Business Relationship Manager (2016)
Business Relationship Manager Professional (2015)
Change Management Foundations (2015)

Process

Certified Scrum Master (2020)
Kaizen Facilitator (2016)
Lean Six Sigma Green Belt (2012)
Certified eCommerce Manager (2023)

Technology

ITIL v3 Foundations (2012)
HDI Support Center Manager (2012)
HDI Desktop Support Center Manager (2012)
Microsoft MCTS - SCCM (2012)
CompTIA A+ (2007)

B.S Computer Science

2010
DeVry University
GPA – 4.0
National Deans List

MBA International Business

2015
Cal Lutheran University
GPA – 3.8
Deans List

AFFILIATIONS AND INTERESTS

Professional

Member, Business Relationship Management Institute (BRMi), Corporate Executive Board, & Helpdesk Institute, & Optimizely Customer Advisory Board.

Personal

Married. Enjoy family activities, fantasy football, cooking and travel. Competitive distance runner. Small business owner.