

ROSS J. PFILE

Pittsburgh, PA | (202) 256-9524 (Mobile) | rjprofile@hotmail.com | [LinkedIn Profile](#)

"It is great to work with someone with such great integrity and dedication to making sure our projects are done correctly. You have a difficult position dealing with [various stakeholders] but keeping our projects moving in the right direction. ... Thanks again and I am inspired working with you."

–R. Parker, Technical Solutions Architect, Cisco Systems, Inc.

Passionate, enthusiastic, and dedicated professional with three decades' experience managing business proposal processes for Federal, State, Local, and global Fortune 50 organizations and international development programs for the World Bank. **Analytical problem solver with an innate ability to anticipate and quickly adapt to shifting business management requirements**, project demands, and organizational environments. Significant **multicultural collaborative experience guiding multidisciplinary, multinational teams** in proposal, program, and publications development for international clients. Bilingual: Native English, fluent French (World Bank rating of "Near Native").

- **Contributed to an average win rate of nearly 40%** translated to revenue of approximately \$40M since April 2020 using robust, results-driven management, leadership, and organizational skills.
- **Co-authored and regularly updated team's internal business requirements process reference manual** which is employed to ensure consistent and compliant response documents for Cisco.

Core strengths:

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|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Business Management Process Identification, Definition, and Documentation | <input checked="" type="checkbox"/> Risk Analysis and Contingency Planning |
| <input checked="" type="checkbox"/> Proposal Development and Management | <input checked="" type="checkbox"/> Quality Assurance Direction |
| <input checked="" type="checkbox"/> Program Management | <input checked="" type="checkbox"/> Shipley Proposal Management Methodology |
| <input checked="" type="checkbox"/> Regulatory and Corporate Compliance Oversight | <input checked="" type="checkbox"/> Marketing and Communications Leadership |
| <input checked="" type="checkbox"/> Technical and Proposal Writing/Editing | <input checked="" type="checkbox"/> Current US Department of Defense Secret Clearance |

PROFESSIONAL EXPERIENCE

CISCO SYSTEMS, INC.

OCTOBER 2017 –PRESENT

Project (Proposal) Manager for U.S. Public Sector: **Drive multidisciplinary virtual teams of varying sizes in executing a full-phase, Agile-based, proposal development process** that ensures timely, accurate, and compliant response submissions. Compile and synthesize collaborative team member and subject matter experts (SMEs) contributions and review, rewrite, and edit technical and non-technical content for quality, accuracy, and compliance. Collaborate with partner organizations to ensure compliance. **Facilitate meetings** with Cisco legal, financial, customer advocacy, and senior business management **to resolve issues, drive decision making, verify conformity to internal policies and procedures, and obtain required approvals prior to submission.**

"You hit the ground running. And the US PS Sales team have noticed. ... you have exceeded every expectation that I had of you. Thank you for stepping up to all the challenges and showing us your dedication to PC2 and US PS Sales!"

--D. Fogleman, Sr. Mgr., Proposal Collaboration Center (PC2), U.S. Public Sector, Cisco Systems, Inc.

SENIOR PROPOSAL MANAGER/WRITER

FEBRUARY 2015 –SEPTEMBER 2017

Collaborated with small (8a) and large businesses as the party responsible for adherence to proposal processes based on Shipley methodology and ISO standards for submissions to U.S. Federal, SLED, and large commercial solicitations for a wide range of CONUS and OCONUS activities. Led process-required meetings and **established and drove adherence to completion schedules and activity tracking** to meet all deadlines. **Contributing writer of nontechnical solutions including management approaches**, key personnel resumes, and past performance; responsible for compiling input into "one voice" master document and performing substantive edits to **identify any noncompliant or deficient contributions vis-à-vis requirements**. Mentored junior staff members to instill proper process habits and drew on personal experience to offer tips to facilitate completion.

SAMSUNG SDS, SEOUL, REPUBLIC OF KOREA

JANUARY 2013 –DECEMBER 2014

Principal Specialist, Proposal Group. As a **senior member of the proposal review team**, scrutinized proposals and accompanying oral presentations, as well as stand-alone presentations, to **ensure compliance, clarity, and comprehensiveness**. Relied on **personal global business experience and expertise to ensure that submissions reflected local societal and cultural standards** in the countries in which they were presented. In close collaboration with the team of in-house translators, reviewed, revised, and refined Korean-to-English translations of a variety of documents including full-scale RFPs, oral presentations, contracts and agreements, corporate manuals and guidelines, and executive-level correspondence (highly confidential as well as publicly released writings). **Developed and delivered both an introductory-level and follow-on courses for non-native English speakers on effective "Western style" presentations and improving public speaking.**

SEVEN SEAS SHIPCHANDLERS, LLC, DUBAI, UNITED ARAB EMIRATES

JUNE 2010 –DECEMBER 2012

Contracts Manager: Performed the full range of contract management functions for a portfolio of ongoing programs and proposal efforts. Led front-end analysis and assessments of business pursuits and RFPs. Focal point for client interface during the proposal phase, contract negotiations, and program performance. Overall contract administration such as **mitigating contractual and program risks; developing negotiation strategies; understanding and enforcing contract terms and conditions**; acting as liaison with the client for post-signature contractual matters; and representing the organization in contractual issues resolution. **Recognized for on-time delivery of numerous large-scale RFPs with potential revenue in excess of \$500 million.** The international nature of the business and the continuous interaction with military and government clients required **knowledge of and compliance with Federal Acquisition Regulation (FAR) and International Traffic in Arms Regulations (ITAR)**; negotiating of teaming agreements; and drafting of strategic agreements.

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CISCO SYSTEMS INTERNATIONAL BY K&J CONSULTING SERVICES, INC.

FEBRUARY 2005 – JUNE 2010

Proposal Manager, Global Government Solutions Group (2009–2010) / Bid Manager, Linksys Global Bid Desk (2007–2009) / Proposal Experts Group (2005–2007): Directed development of approximately 60 major proposal responses for Cisco Systems. Led multinational and multidisciplinary virtual teams of 4 to 25 members in a full-phase proposal development process to ensure timely and accurate submissions that complied with client requirements. Compiled and synthesized collaborative documents contributed by team members and Subject Matter Experts (SMEs) and reviewed content for quality and accuracy. Notable accomplishments include:

- ▶ **Delivered Federal and SLED proposal responses representing potential revenue in excess of \$1 billion.**
- ▶ **Orchestrated a 700-page RFP response containing answers to 1,000 customer questions; received Account Manager recognition as having “set the bar” for RFP response management.** Coordinated input from Africa, Europe, and the United States, across five time zones, temporarily relocating to South Africa.
- ▶ Overcame cultural and time zone challenges of three RFP submissions for clients in Saudi Arabia and Dubai through one-month relocation to the Cisco Paris office. **Managed deadline-extended proposal management process, delivering all three submissions due in a 48-hour period and earning a perfect customer satisfaction survey.** Mentored international teams unaccustomed to working with proposal managers in best-practice proposal presentation, approval, and single-party review.
- ▶ **Minimized business risk by focusing attention on nonstandard terms and conditions and identifying the true costs of complex deals** through meticulous evaluation and analysis of RFIs, RFPs, RFQs, and client documentation.
- ▶ **Served as key contributor to Linksys compliance with ISO 9000 audit requirements,** assisting in the definition and refinement of the Linksys Global Bid process and managed responses to 170 Special Deal Requests valued at more than \$1 billion.
- ▶ **Co-authored the original GGSG internal proposal process handbook.**

THE WORLD BANK GROUP

APRIL 1992 – JANUARY 2005

Editorial Consultant (April 1998–January 2005): Editorial support of Africa Region International Bank for Reconstruction and Development (IBRD) clients and program office on short-term project assignments including research, writing, editing, design, and translation of conference and project summary reports, and regional study manuscripts and presentations. Served as a World Bank representative at in-country meetings. Selected highlights include:

- ▶ **Interviewed** Ministry officials, administrative personnel, teachers, and students of the Islamic Republic of Mauritania on the state of the Republic’s education system, project best practices, and next steps for project success.
- ▶ **Wrote a comprehensive and accurate report on the *Inter-Country Workshop on Contracting Private Providers of Health Services* after attending conference in French in Bamako, Mali.** Interviewed participants, reviewed presentation text, took notes, fact-checked, and before participants left produced the total report highlighting executive summation and key lessons learned.
- ▶ Edited numerous reports on poverty, education, health, and regional support strategies in Nigeria, Ghana, and the broader African Region as a whole. In particular, **edited *Issues in Child Labor in Africa*, a report that became part of the World Bank Africa Region Human Development Working Paper Series.**
- ▶ **Designed and edited the Ghana Core Welfare Indicator Questionnaire survey** to collect baseline welfare indicators for the report, *Regional Profiles in Welfare and Social Issues in Ghana*.

Editorial Program Assistant (April 1992–April 1998): Served as a key contributor to the planning, development, and delivery of health, education, and AIDS prevention project presentations and documentation for the IBRD Board and members. Met critical deadlines in the creation of project appraisals and Implementation Completion Reports written in English, French, and completed French-to-English translations. Researched and evaluated information for inclusion in official documentation in collaboration with project Task Managers.

Facilitated on-site meetings with county officials in Nigeria, Burkina Faso, and Côte d’Ivoire, serving as French program specialist for review and explanation of development program requirements and the collection and analysis of data necessary for preparing program reports. Served as a key contributor to **development and execution of 30 projects totaling nearly \$75 million. Controlled multimillion dollar divisional trust fund accounts,** administering budgets and fulfilling appointment requests in compliance with trust fund guidelines, and World Bank and donor accountability requirements.

EDUCATION / PROFESSIONAL CERTIFICATION

Master of Arts (M.A.) in French Literature, TEMPLE UNIVERSITY, Philadelphia, Pennsylvania

Deuxième degré d’études françaises / Certificat pratique de langue française, CUEF, Grenoble, France

Bachelor of Arts (B.A.) in French / Economics Minor, ALLEGHENY COLLEGE, Meadville, Pennsylvania

Foundation Certification, ASSOCIATION OF PROPOSAL MANAGEMENT PROFESSIONALS