

Tyler Thomas

Delivery Director | Engagement Management | Customer Success

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PROFESSIONAL SUMMARY

Strategic Delivery and Customer Success Leader with proven expertise in driving profitable outcomes and lasting client relationships across complex, high-visibility engagements. Adept at executive-level client relationship management, financial governance, and risk mitigation to ensure predictable, high-quality delivery. Skilled in leading cross-functional teams, optimizing engagement operations, and aligning delivery strategies with business objectives. Recognized for building trusted advisor relationships, resolving escalations, and enabling sustainable growth through margin improvement and operational excellence.

AREAS OF EXPERTISE

Leadership: Strategic Delivery • Customer Success Leadership • Leadership Portfolio & Engagement Management • Global & Regional Delivery Leadership • Executive Stakeholder Management • P&L Ownership & Margin Optimization • Risk Management & Escalation Resolution • Operational Excellence & Governance • Proposal Leadership & Business Growth • Team Development & Coaching

Technical: Financial Forecasting & Budget Control • Performance Metrics & Reporting • Process Improvement & Workflow Optimization • MS Office Suite • Power BI • SAP • Salesforce • Project Management Tools (TFS, Microsoft Planner) • Data-Driven Decision Making

PROFESSIONAL EXPERIENCE

Apex Systems LLC — Dallas, TX

Delivery Director | January 2026 – August 2026

- Own end-to-end delivery governance for a multi-engagement portfolio supporting enterprise clients, accountable for profitability, delivery quality, utilization, and customer satisfaction.
- Lead and mentor delivery teams across multiple engagements, establishing standardized delivery practices, operating rhythms, and escalation models to improve predictability and scalability.
- Manage portfolio-level financial performance, including margin optimization, forecasting accuracy, cost controls, and delivery efficiency.
- Serve as executive escalation point for delivery risk, client concerns, and program health; partner directly with senior client stakeholders to resolve issues and protect long-term relationships.
- Drive operational excellence through standardized processes, internal business reviews, and proactive issue resolution, enabling predictable outcomes.
- Contribute to business growth through proposal leadership, scoping, and strategic advisory for new engagements, supporting Apex's capability-aligned delivery model.

Apex Systems LLC — Dallas, TX

Engagement Manager | January 2024 – December 2025

- Directed delivery for 25+ client engagements, resolving escalations and improving delivery quality, resulting in a 20% boost in client satisfaction and predictable project outcomes.
- Oversaw \$20M+ portfolio, aligning resources and performance metrics to achieve predictable, high-quality outcomes.
- Implemented first nearshore managed service team, reducing delivery costs and accelerating response times for key clients.
- Developed onboarding and engagement strategies that shortened consultant ramp-up time by 20%, improving client experience and time-to-value.
- Collaborated with sales teams on RFP responses and client presentations, contributing to \$5M in new business opportunities.
- Streamlined engagement processes and implemented compliance controls, reducing operational inefficiencies by 15%.
- Proactively identified risks and executed rescue plans, safeguarding client objectives and ensuring successful delivery.

- Built strong client relationships through transparent communication and strategic business reviews, increasing renewal rates and advocacy.

Apex Systems LLC — Dallas, TX

Project Coordinator | August 2022 – December 2023

- Collaborated with clients, engagement team members, and stakeholders to ensure the quality and timeliness of deliverables, meeting contract and client expectations.
- Developed and prepared detailed reports on engagement delivery, project status, budget, forecast, contract employees, metrics, and KPIs, facilitating informed decision-making.
- Maintained constant visibility into work-in-flight, ensuring transparency and accountability across all engagement phases.
- Enhanced workflow processes, increasing visibility of contract lifecycle by 50%, facilitating informed decision-making and improving project management efficiency.

Elettric80 Group — Skokie, IL

Customer Service Project Coordinator | February 2021 – July 2022

- Served as knowledgeable project coordinator to E80, helping manage over \$2M in project revenue through SAP.
- Processed and managed all customer service SAP sales orders; managed and created invoices for customer service in SAP.
- Created the cost analysis for all sales orders pertaining to Service Interventions, Training, and Maintenance provided to customers.
- Provided status updates of all open sales service orders through self-led weekly meetings with the project management teams.
- Provided technical support to the spare parts division through file transfer between LGV (Laser Guided Vehicles) sensors, assisting in programming inverters, navigation systems, and telescopic motors.
- Facilitated the creation of end-of-month revenue files and oversaw all expense and timesheet submissions for the Customer Service department.

Medela LLC — McHenry, IL

Change Control Analyst | April 2019 – December 2020

- Facilitated SAP implementation across all factions of quality control.
- Implemented all change control requests through document control while assessing the integrity of the change order.
- Responsible for review and maintenance of all documents associated with product changes (work instructions, drawings, SOPs, DP, specifications, QMS forms, etc.).
- Responsible for final review and implementation of new item setup at Medela LLC.
- Conducted Quality Management training for new hire orientation; entered and created BOMs (bill of materials).

EDUCATION & RECOGNITION

Illinois State University — Bachelor of Science in Psychology, December 2018

Bloomington-Normal, IL

Eagle Scout, May 2012