

Bobby Burton

OPERATIONS MANAGER
A/E COLLABORATIVE, LLC



Professional Experience

CHIEF OPERATING OFFICER - SPACELAB DETROIT

Detroit, MI | 2017 - present

Manages:

- SpaceLab infrastructure such as Internet access, client access, and member accounts.
- Customer billing and collections.
- Contract negotiations and compliance measurement with the landlord, Basco of Michigan.

Coordinates:

- Meetings with vendors that provide services to SpaceLab.
- Collected and reported process metrics for all levels of management.

Implements:

- New features and customer capabilities such as Video Conferencing.
- New equipment to provide expected levels of service to our customers.

VICE PRESIDENT, MANAGER OF OPERATIONAL PROCESSES - COMERICA BANK, INC.

Auburn Hills, MI | 2007 - 2016

Managed:

- Process improvement projects across I.S. for the nation's 16th largest bank.
- Conducted technical quality review sessions for product areas to isolate root causes of production problems and address solutions in a timely manner.

Coordinated:

- Designed, measured, and continuously improved Service Delivery processes for internal clients and end users.
- Collected and reported process metrics for all levels of management.

Implemented:

- Developed, augmented, and administered I.S. process workflows and procedures.
- Led the implementation of the ITIL® framework for an organization of over 1,000 employees.

VOLUNTEER ACTIVITY

Board Chairman - Golightly Academy Information Technology Advisory Board, Detroit Public Schools

Career Summary

Bobby is a highly motivated project and process management professional with experience improving the efficiency and operational success of organizations. He is experienced in process definition and analysis, tools, and dealing with human factors that influence process performance.

Education

Bachelor of Business Administration, Accounting - Eastern Michigan University

Certifications

- Project Management Professional (PMP) - Project Management Institute
- Leadership Training for Managers - Dale Carnegie Institute,

Awards

Chairman's Circle Award-Leadership - Comerica, Inc.

National Quality Award, Comerica, Inc.

Who's Who in Black Detroit

Contact Details

607 Shelby St., Suite 730, Detroit, MI 48226

bburton@aecollaborative.net

www.aecollaborative.com

Office: 313.603.5658

Mobile: 313.219.3444