

# Steve Benfield

Partner - Product & Technology; Interim CTO, CPO, COO



## CONTACT DETAILS

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## RELEVANT EXPERIENCE

Steve Benfield serves clients as a Chief Product Officer, Chief Technology Officer, Chief Operating Officer, advisor and strategist for companies between \$5M to \$50MM. During his distinguished career, Steve has been an executive leader with the following:

**President/COO for onQ** – With onQ, you can bring video to life, turning traditional static viewing into an energized, interactive group experience, supported by deep behavioral insights that facilitate dramatic improvements to content, communications, learning... and measurable outcomes. onQ completed \$13M in Series A funding.

**SVP Services & Content; CTO, Software Solutions; and Head of Profession Services and Technology Solutions for Promethean** – At Promethean, Steve helped spearhead a shift from hardware to an integrated SaaS offering that compliments Promethean's interactive classroom displays and hardware. Promethean serves over 125 countries and almost 1.5 million classrooms worldwide.

**SVP, Customer Experience for Global Scholar** – Steve led a 220-person services organization at a time of major organizational change and customer crisis.

In addition, as **CTO & SVP Product Strategy for Spectrum K12 School Solutions**, Steve was part of a turnaround management team that took the company from heavy losses to a successful exit and industry award winning solutions within three years.

Using early Artificial Intelligence to power complex business process modeling as **CTO for Agents Software**, Steve helped companies such as DHL cut their development time in half for their complex customer, customs, and logistics resolutions. He was **VP, Strategy & Technology Evangelism** for **ClearNova** and **CTO for SilverStream**, as well as **VP of Marketing** for **Bondi Software**.

## EDUCATION

**Georgia State University**

B.B.A., Decision Science

Decision Science Student of the Year in 1994.

## PERSONAL STATEMENT

I have had a 25 year career as a strategist, evangelist, marketer, and implementer of innovative solutions. Specifically, my entrepreneurial experience is in product strategy & management, sales & marketing, consulting management, service delivery, and technology management. People I work with tell me I have a unique ability to find product/market opportunity and translate market needs into innovative and visionary products and services that advance the state-of-the-art in a market.

As a leader, I socialize a shared vision, collaboratively plan, empower, and motivate teams to execute successfully. Empowerment comes in many forms including clear goals, tools & technologies, process optimization, effective management, and appropriate resource allocation. With shared ownership of goals, everyone is accountable and rewarded for success.

## PRACTICE FOCUS

### PRODUCT, TECHNOLOGY & OPERATIONS

- Interim/Fractional CTO, CIO
- Interim/Fractional Chief Product Executive
- IT Board Advisor
- Technology Due Diligence
- Technology and Development
- Process Assessment Turnaround
- Product Strategy and Execution
- Product and Portfolio Management
- Requirements and User Stories
- Product Development and Delivery
- Agile Methodologies & Coaching
- Product/Market Fit Assessment
- Product and Service Positioning
- Product and Service Launch Plans
- Pricing and Profitability Assessment
- Transaction Readiness
- Process Improvement
- Interim COO Management
- Business Performance & Cash Flow

## SECTOR EXPERIENCE

### COMMERCIAL SERVICES

- Education & Training Services

### SOFTWARE

- Application Software
- Big Data
- Business / Productivity Software
- Communication Software
- Database Software
- SaaS
- Security Software