



# Customer Alignment Consulting, LLC



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Frank is a founding Partner of Customer Aligned Consulting where he specializes in accelerating the performance of individuals, teams and organizations through enhanced alignment with customers.

He brings over 30 years of line and operational experience. He has successfully served over 50 companies throughout the U.S. and Europe in the areas of Voice of the Customer and Concept Engineering. He recently served as an accredited advisor and instructor for University of Cincinnati's School of Business. He is a member of the Denison Consulting Sr. Consultant's Roundtable. Frank is a certified facilitator for the Power and Systems Organizational Workshop, including Leading from the Middle. He is a trained lead assessor of the People Capability Maturity Model (P-CMM) and he is certified in the SCRUM method of software development. He is also trained in multiple 360 assessment tools and regularly engages in leadership coaching for mid to senior level managers.

Frank's experience includes marketing and engineering for the electronic design automation, electronic test, and medical instrumentation industries. In addition to product line management, he held director of marketing and corporate web marketing positions. He led dozens of teams through the new product development and strategic planning processes during his 13 years at Mentor Graphics.

Frank was recognized as an industry leader in the field of design for test. He co-authored the book titled, *Design to Test*, published in three languages, which became the corporate testability design standard for over a dozen major companies. As a consultant, he taught public and private seminars throughout the U.S. and Europe. He has authored dozens of papers and articles. He was a principal author and instructor of a one-week course on the fundamentals of test engineering.

In previous positions, Frank was the COO of New Legends Consulting, Sr. Director of Learning and Development for Banfield Pet Hospitals Director of Marketing; Director of Executive Development for Cadence Design Systems; and Director of Marketing for TSSI. Frank is a graduate of Don Bosco Technical Institute and received his BSETE degree from California State Polytechnic University, Pomona