

Innovative IT Leader

Innovative thinker and accomplished IT leader with a strong bias for influencing the future of digitally enabled business through effective design, development, and delivery of technological systems and platforms.

Proven success leading product development, strategy, and redesign from concept through deployment. Credible record of overseeing strategic vision and execution of IT systems, applications, and security needs to streamline all internal operations and support organizational growth. Proactive builder with remarkable efficiency in managing diverse technical talent and accomplishing high-visibility projects for continuous process optimization. Ability to leverage innovative digital technologies to transform business models, products, and services. Possess excellent knowledge of IT infrastructure, cloud computing, disaster recovery, cyber security, and web development.

Areas of Expertise

- IT Systems Planning & Execution
- Budgeting & Business Operations
- Data Centers & Virtualization
- Large Scale Deployments
- Project & Product Management
- Systems Design & Development
- Team Leadership & Training
- Technical Strategy & Vision
- Systems Engineering
- Process Improvement
- Infrastructure Design
- Product Road Mapping

Key Accomplishments

- Created multiple products, systems, and teams from concept to achieve strategic business objectives.
- Built a platform and production network to support aggressive national deployment goals.
- Led teams in IT support, web and app development, product management and creative design.
- Drove significant cost savings and performance improvements through cloud migration projects.
- Administered staffing, budgeting, development, design, and integration of large-scale technology projects.
- Managed enterprise data center environments of hundreds of servers and national footprint.

Career Experience

Senior Director of Technology | Placewise Americas, Denver, CO

2013 – Present

Deliver marketing software and services to the retail real estate industry worldwide, primarily around website development and email marketing. Lead U.S. development team and streamline technical operations for the company, including all IT, hosting, and application environments for customers. Champion all efforts related to product development and roadmap for a next-generation web platform. Coordinate technical due diligence and oversee post-merger integration for strategic company merger. Shape and execute development processes to elevate long-term business success. Design and model custom websites for clients and run a B2B SaaS platform named RetailHub. Track use of RetailHub platform by national retail brands and local retailers to update store information and deals on any site using the API.

Key Contributions & Achievements:

- Drove +55% reduction in technical operations expenses by migrating infrastructure to cloud environments, streamlining operations, and deploying automation.
- Headed successful development and launch of two new platforms: a global SaaS CMS and website deployment framework.
- Improved operational availability to above 99.99% by eliminating single points of failure and building a robust and resilient hosting environment.
- Lead technical due diligence on strategic merger and key contributor to post merger integration efforts.

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Technical Account Manager | SunGard, Denver, CO

2008 – 2012

Provided disaster recovery, data center, and managed services to two of the company's top ten managed hosting clients. Spearheaded technical deployments and ongoing operations for NASA and UnitedHealthcare in outsourced data centers. Steered all facets related to planning and execution of highly complex projects, such as system deployments, cybersecurity configuration, disaster recovery, and virtualization. Coordinated with cross-functional teams to ensure delivery of the most effective configuration and support by the engineering team. Devised best plans and techniques for identifying and resolving complex operational issues. Delivered expert-level technical leadership to engineering team.

Key Contributions & Achievements:

- Owned client relationship and management for 4 data center environments with over 500 total servers.
- Managed two of top 10 managed services accounts for the company, accounting for \$500K+ of MRR.
- Boosted deployment speed and reliability through development of standard operating procedures and processes, leading to increased customer satisfaction and contract extensions.

Director of Technology | Instant Access Media, Denver, CO

2006 – 2008

Built and launched product from concept to fully deployed in biggest markets across the country. Managed staffing, budgeting, development, design and integration of technology systems. Headed creative and production teams. Oversaw all content production and devised process and tools to serve clients quickly. Held responsibility for creating technical direction. Reported to CEO and served on management team.

Key Contributions & Achievements:

- Designed the technology and built the team from scratch, focusing on creating a flexible and scalable solution to meet the needs of the market.
- Created a management system and installation framework to support aggressive goal to deploy network across 20 US markets in less than 14 months.
- Managed 15 people across functions from IT support, network content scheduling, and multimedia design.
- Designed production platform to scale to over 750 venues and broadcast live events.

Additional Experience

Technical Account Manager – Blazent, Denver, CO
Managing Partner – Denver Tech Partners, Denver, CO
Senior System Engineer – Verado, Denver, CO

Education & Credentials

Bachelor of Arts in Psychology
University of Colorado, Boulder, CO
Sun Certified System Administrator for the Solaris Operating System – Sun Microsystems
Microsoft Certified Systems Engineer (MCSE) – Microsoft
ITIL V3 Foundation for ITSM – HP

Technical Proficiencies

Web Development | Product Management | Automation | Cybersecurity | AWS & Google Cloud | Linux | HAProxy
Software as a Service (SaaS)