

Client Y

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C-SUITE TECHNOLOGY LEAD

Technical Vision and Execution — Business and IT Alignment — Large-Scale IT Project Management

Harnessing Deep IT Strategies and Cross-Functional Expertise to Elevate Business Performance and Stakeholder Value

Strategic **Chief Information Officer** boasting, 2 decades of stellar history in steering information technology initiatives and its execution for substantial bottom-line growth. Recognized for blending deep technical acumen to scale technological innovations with engineering teams from the ground up. Specializes in optimizing resource allocation, fortifying cross-department collaborations, and maintaining supreme quality standards, ensuring delivery of efficient technical solutions.

- **Organization Name:** Architected scalable infrastructure capable of handling over 1 million transactions per hour, far exceeding industry norm of **80-100 transactions per minute**, thereby attracting higher volume of vendors
- **Organization Name:** Integrated Monday DEV module into company's project management framework, adopting Agile methodologies that enhanced task evaluation and project forecasting, **yielding 85%+ increase in operational efficiency**
- **Organization Name:** Architected a Citrix-based system, **facilitating seamless transition for 300+ employees to work from home during the pandemic**, ensuring uninterrupted client service and case progressions

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|-------------------------------------|------------------------------------|----------------------------|
| ▪ Technology Road-mapping | ▪ Data Privacy and Cybersecurity | ▪ Stakeholder Engagement |
| ▪ DevOps and Agile Methodologies | ▪ Cross-departmental Collaboration | ▪ Advanced Troubleshooting |
| ▪ Systems Design and Implementation | ▪ Budgeting and Cost Optimization | ▪ SDLC and Cloud Computing |
| ▪ Visionary IT Leadership | ▪ IT Governance and Compliance | ▪ Digital Transformation |

CAREER EXPERIENCE AND MILESTONES

Organization Name, Los Angeles, CA

06/2023 – Present

Chief Technology Officer

Steered digital transformation, deploying pivotal strategies including Monday Dev Agile environment and tailored Salesforce integration, enhancing operational efficiency and client rapport. Leading a 30-engineer team and fortifying data-driven strategies, while upholding compliance with PCI, HIPAA, and GDPR mandates.

- Facilitated substantial revenue increase by integrating Salesforce with RingCentral, enhancing response time and performance metrics of 50 sales agents, **unlocking potential for an additional \$240,000 annual commissions earnings**
- **Pivotal to customer satisfaction levels increase to 9/10** by streamlining response protocols, ensuring customers received rapid, accurate, and helpful responses to their inquiries
- **Catapulted sales conversions and revenue generation likelihood to 150%** by integrating CRM Analytics into Salesforce and deploying AI-powered lead scoring and routing leads to agents

Organization Name, Los Angeles, CA

11/2022 – 06/2023

Vice President of Engineering

Spearheaded stringent security protocols to ensure PCI Compliance, while fostering innovation and competitive edge through rigorous R&D. Orchestrated and facilitated seamless communication between the platform and financial institutions to foster quality business relationships.

- Identified and mitigated 60 security vulnerabilities, **achieving zero-vulnerability environment and ensuring 100% PCI Compliance**, hence solidifying trust in Payabli's security protocols
- Revolutionized system capabilities by spearheading enhancements **that reduced file processing time from 20-30 minutes to under 3 minutes for files exceeding 1 million rows**, optimizing payment processing performance
- Negotiated with software and hardware vendors, **achieving ~\$1.2M annual savings for the company**, directly impacting the organization's bottom line

Organization Name, Miami, FL

03/2020 – 11/2022

Chief Technology Officer

Preserved around-the-clock system resilience, crucial for seamless client interactions within Florida's foremost personal injury firm. Championed enhancements in infrastructure robustness, streamlined operational procedures, and enacted key cost-reduction strategies, all while maintaining uncompromised data security and system dependability.

- Engineered a fully resilient cloud-based phone system with Mitel, **supporting 3,000+ daily calls, achieving an unprecedented zero downtime for two consecutive years**, thereby preserving constant client access and communication
- Renegotiated contracts with all existing vendors, **generating \$500k savings annually**, impacting the firm's bottom line and allowing for reallocation of funds to critical operational enhancements
- Spearheaded automation projects eliminating manual tasks for staff, **increasing productivity by 70%** and reducing human error chances in case processing
- Implemented SMS-based e-Signature functionality, **fruiting 50% surge in contract sign rates and diminishing contract completion times from 1-2 days to meagre 5-12 minutes**, substantially accelerating case processing

Organization Name

06/2016 – 11/2019

Chief Technology Officer

Directed IT department's visionary strategies, confronting the challenges of fiercely competitive niche market. Strengthened architectural prowess, intensifying security measures across various platforms, and ensuring business software evolution perpetually surpasses market demands through agile, round-the-clock development efforts, facilitated by adept offshore teams.

- **Led transformative engineering initiatives, contributing to US\$441M acquisition success story**, focusing on robust, high-availability solutions, and leading crucial negotiations that carved substantial fiscal efficiencies
- Initiated strategic enhancements to existing platform, **catapulting company's revenue by 200% within 18 months and achieving a landmark in financial history by turning cash flow positive for the first time since its inception**
- Revolutionized the SDLC approach, **tripling productivity by 300% and ensuring prompt and successful execution of 200 diverse projects on average, annually**, hence strengthening market responsiveness and client satisfaction
- Devised dynamic operational framework that leveraged on the strengths of offshore teams, **enabling 24/7 software development, enhancing service quality and fortifying company's position in global market**

Organization Name

01/2014 – 03/2016

Chief Technology Officer

Led IT overhaul in the aviation sector, enhancing real-time inventory and transaction processes, leading to substantial revenue growth and customer engagement. Built a cutting-edge IT framework, utilizing strategic staffing, cost-efficient negotiations, and technology upgrades to boost operational stability and customer retention.

- **Boosted financial growth by 50%, raising annual revenue from \$12M to \$17M within one year** through comprehensive technology modernization, impacting customer acquisition and loyalty
- **Achieved \$1.4M in annual savings by outsourcing software development and negotiating 30% cost reduction in software and hardware expenses**, maintaining service excellence
- Implemented advanced reporting services, **unlocking new revenue channels by offering data insights to 30% of customer base** and solidifying overall marketing and communication strategies

EARLIER ENGAGEMENTS:

Company A | **Director of Technology**

08/2005 – 01/2014

Company B | **Sr. Software Engineer**

03/2005 – 08/2005

Company C | **Sr. Software Engineer**

10/2004 – 03/2005

EDUCATION: BS, Computer Engineering and Computer Science | Florida Atlantic University, Boca Raton, FL

TECHNICAL ACUMEN: MSSQL 2000-2019, MySQL, Oracle, .NET, C++, Entity Framework, JAVA, PHP, JSP, Reporting Services, BI Tools (Tableau, Qlik, Power BI, Domo), Web Services, Linux, CRM (Salesforce, Microsoft Dynamics 365, custom built), ERP Systems (SAP), IIS, Apache, AngularJS, ReactJS, NodeJS, HTML5, CSS3, Firewall, Load Balancing, Clustering, VOIP, AWS & Azure Cloud Services, GCP (Google Cloud Platform), Microservices, Kubernetes, Containers