

HEAD OF TECHNICAL OPERATIONS

Seasoned Technology Executive with **over two decades** of experience leading **cross-functional teams** and driving **digital transformation** across diverse industries, including pharmaceutical, automotive, advertising, and education. Proven track record of managing **large-scale, cloud-based projects**, developing innovative solutions, and delivering substantial cost savings. Adept at overseeing the entire **SDLC lifecycle**, from strategic planning and requirements gathering to **development, deployment, and continuous improvement**. I possess a strong background in **OKRs, key performance metrics, and data-driven decision-making**. Known for my innovation and ability to drive **growth** in fast-paced environments, I bring a collaborative approach to complex projects, emphasizing communication and cross-functional collaboration.

Areas of Expertise

- Strategic Product Management
- Product Lifecycle
- OKRs and Key Performance Metrics
- Pipeline Optimization
- Digital Transformations
- Enterprise SaaS, IPaaS
- Agile Management
- Stakeholder Management
- Product Delivery
- Team Building & Leadership
- Cross-functional Collaboration
- Go-to-Market Strategies
- Industry Trends and Growth
- Process Optimization
- Relationships Building
- Performance Improvement
- CI/CD Pipelines
- Offshore Management

CAREER EXPERIENCE

Suvoda – Conshohocken, PA

Dec 2021 - Feb 2024

Director of Technical Operations

Suvoda helps pharmaceutical companies conduct clinical trials by offering a sophisticated, customizable, enterprise platform to randomize patients, track clinical protocols and outcomes, conduct supply chain management, and warehouse inventory.

Key Accomplishments:

- Led the strategic management of an **IPaaS system** from conception through the **SDLC lifecycle**, resulting in a **15% reduction in integration time and \$2M in savings**.
- Spearheaded the program management of the **IPaaS System** from brainstorming through the SDLC lifecycle, including **strategy, requirements, proof of concepts, development, deployment, and launch**.
- Ensured aggressive **continuous project delivery** requirements were met.
- Directed high-performing, **cross-functional teams** across the **US and Romania**, overseeing **8 technical managers and 120 individual contributors**, ensuring the meeting of **key performance indicators (KPIs)**.
- Oversaw the development and deployment of **cloud-based solutions**, utilizing AWS and GCP to enhance scalability and security.
- Facilitated regular communication and collaboration among **stakeholders**, ensuring alignment with **organization's goals**.
- Implemented process engineering and **technical improvements**, focusing on continuous improvement and **quality deliverables**.

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Wunderman Thompson, MSC – Dearborn, MI

Jan 2019 - Aug 2021

Global Director Global Program Management

At Wunderman Thompson, MSC, I was responsible for integrating and managing the FordShare enterprise asset approval platform, **supporting digital strategy** and advertising technologies for Ford. I led global cross-functional teams and drove the **adoption of digital solutions**.

Key Accomplishments:

- Integrated FordShare platform, an asset management system. with Google's image AI **resulting in \$12M annual savings per person**.
- **Trained Program Managers** in China, Brazil, and the US, leading to FordShare program adoption **by over 1400 partners within 18 months**.
- Collaborated on Agile backlog grooming and project planning with the CTO, enhancing **platform performance and user satisfaction**.
- Led cross-functional teams in the development of digital strategies, optimizing **project workflows and delivery timelines**.
- Managed complex projects with a focus on innovation and best practices, resulting in streamlined operations and increased efficiency.

GTB (Agency for Ford Motor Co) - Dearborn, MI

Feb 2013 - Jan 2019

Director Of Technology

At GTB, I led global cross-functional teams and managed the development and delivery of **cloud-based products** for Ford's digital strategy. My role included **transitioning platforms, developing chatbots, and leading product roadmapping workshops**.

Key Accomplishments:

- Transitioned Ford Social platform with **240k users** to Adobe Experience Manager, supporting Ford's digital transformation initiatives.
- Developed a Ford **chatbot using Facebook AI, reducing phone sales support time by 40%** through iterative development and MVP releases.
- Led product roadmap workshops for the Brand Strategy group, aligning **product development** with Ford's **budget and strategic goals**.
- **Managed interim DevOps and QA teams**, ensuring high-quality deliverables and adherence to project timelines.

Digital Edge Learning - Redlands, CA

Feb 2012 - Feb 2013

VP Technology

At Digital Edge Learning, I played a key role in the digital transformation of classroom learning, developing a **mobile and web product strategy for a B2C SaaS product**. My efforts included managing off-shore development teams and implementing **continuous improvement processes**.

Key Accomplishments:

- Led the creation of a mobile and web product strategy for a B2C SaaS product, adopted by **over 6 school districts in the first year**.
- Managed off-shore development teams to build a **cloud-based, mobile SaaS product**, improving teaching strategies across the US.

- Conducted classroom education assessments, utilizing business intelligence to **enhance teaching effectiveness and strategy**.
- **Implemented CI/CD pipelines to streamline development processes** and ensure continuous integration and deployment.
- Leveraged **industry trends** and best practices to drive innovation and growth within the company.

ADDITIONAL EXPERIENCE

Director of Mobile Technologies | Logic Solutions – Ann Arbor, MI (Nov 2009 - Jan 2012)

Project Manager | Enlighten/Perficient - Ann Arbor, MI (Mar 1996 - Aug 2009)

EDUCATION

Bachelor of Science in Mechanical Engineering

University of Michigan - Ann Arbor, MI

CERTIFICATIONS

CFCP Certified Flow Coaching Professional

CSM Certified Scrum Master

ACC - Advanced Coaching Certification - in progress expected Q4 2024