# SUMMARY

* Senior Delivery Leader with proven project and product leadership for Fortune 500 clients across financial, hospitality, transportation, and other industries.
* Over 10 years of experience leading cross-functional teams using agile and waterfall methodologies.
* Expert at solutioning and delivering critical projects, building high-value portfolios, and developing strategic relationships.
* Proven expertise in leading across hierarchical and matrixed organizations.
* Skilled in process optimization, organizational change, automation, platform development and cost-savings initiatives.
* Demonstrated experience with data-driven process development and decision making.
* Led global teams of up to 50 direct SMEs and actively supported over 250 across 8 timezones.

# PROFESSIONAL EXPERIENCE

## Princess Cruise Lines - Fort Lauderdale, Florida (4/2023 - 4/2023)

Princess Cruise Lines is a multi-billion dollar cruise line with 16 luxury ships that feature the cutting-edge Ocean Medallion program.

### Technical IT Superintendent (4/2023 - 4/2023)

*Position was dissolved due to budget constraints.*

Achievements:

* Solutioned requirements for L1/L2 support facility, saving an estimated $3.4M annually.

Responsibilities:

* Oversee $50M+ in IT assets and personnel.
* Reduce outsourcing spend through contract consolidation and internalization activities.
* Build a new offshore facility to streamline operational support center
* Streamline and maintain a $250k R&M budget.
* Upskill and update IT team technology skills.

## Capgemini - Merritt Island, Florida (3/2018 - 9/2022)

Capgemini provides premiere consulting services to thousands of clients including some of the largest enterprises in the world.

### Engagement Director (10/2021 - 9/2022)

Achievements:

* Delivered a $50M+ financial services cloud platform serving 97 million users at up to 150k transactions per minute.
* Recovered and rebuilt a $25M relationship, resulting in an additional $10M of signed work.
* Grew a $6M portfolio into $20M over a span of 10 months.
* Defined and implemented a successful operating model for joint BU engagements.

Responsibilities:

* Pioneer a strategic joint engagement model with one of the BU’s largest accounts.
* Optimize delivery teams for performance and cost.
* Build and foster critical relationships with various stakeholders and executives.
* Create and implement client roadmap and strategy.
* Lead teams of up to 50 SMEs from all over the world.

### Delivery Architect (12/2018 - 10/2021)

Achievements:

* Solutioned and won over 15 SOWs with over a 90% accuracy rate.
* Architected and implemented an advanced RBAC / IAM security solution on over 5,000 VMs.
* Increased margins by automating processes across multiple engagements.
* Created multiple global offerings and designed a Cloud Academy recruitment process.

Responsibilities:

* Create viable technology solutions that deliver with reliable margins.
* Deliver cutting-edge security engagement for a cornerstone client.
* Increase delivery efficiency to boost margins and client satisfaction.
* Build internal offerings and strategies to improve BU and global performance.
* Lead teams of up to 8 onshore and offshore engineers.

### Solution Architect (3/2018 - 12/2018)

Achievements:

* Implemented a high-performance Kafka stream processing solution.
* Created a critical performance test suite to evaluate Kafka viability.
* Designed a cutting-edge multi-cluster Kubernetes solution.
* Published multiple internal whitepapers on Kubernetes and Kafka.

Responsibilities:

* Evaluate Kafka viability for a high-performance event streaming environment.
* Implement and integrate event streaming platform based on findings.
* Automate and demo a Kubernetes environment that spans multiple data centers.
* Lead a team of 2-3 onshore engineers.

## ChatPack - Orlando, Florida (1/2015 - 1/2018)

ChatPack connected nearby users through impromptu Bluetooth chatrooms, even if nearby users did not have the ChatPack app.

### Founder (1/2015 - 1/2018)

Achievements:

* Brought a cutting-edge, bootstrapped technology platform to market
* Built a highly elastic, cloud-native backend with over 15 microservices.
* Developed Android and IOS native apps with advanced IoT Bluetooth capabilities.
* Acquired over 1,000 active users within 2 weeks of launch.

Responsibilities:

* Design the overall product and vision.
* Create and implement overall architecture.
* Fundraise and manage budgets.
* Develop and execute marketing strategies.

## Century 21 Oviedo Realty - Oviedo, Florida (1/2012 - 1/2015)

C21 Oviedo Realty was one of the most competitive real estate offices in East Orlando, offering services to residential consumers, banks, and investors.

### Account Manager (12/2012 - 1/2015)

Achievements:

* Grew the total number of accounts by 20%.
* Increased owner return by an average of 47%.
* Implemented a payment portal that reduced late rent by 80%.
* Added 8 new vendor relationships, cutting repair times in half and improving renter satisfaction.

Responsibilities:

* Oversee $15M+ in assets across 50+ accounts.
* Build and maintain vendor relationships.
* Manage expectations and employ strong vendor management.
* Maintain a ~$15k monthly repair and maintenance budget.

### Sales Agent (1/2012 - 12/2012)

Achievements:

* Closed over $1M in sales in a quarter.

Responsibilities:

* Book 10 meetings per week.
* Contact 10 cold leads per weekday.
* Assist with office photography and marketing material needs.
* Provide outstanding customer experience and service.

# EDUCATION

## University of Central Florida

### Bachelor of Science, Computational Science (2012 - 2018)

# SKILLS

* Leadership
* Communication
* Strategic Thinking
* Emotional Intelligence
* Adaptability
* Problem-Solving
* Team Management
* Decision-Making
* Time Management
* Interpersonal Skills
* Software Development