

# John Campbell

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Location: Merritt Island, Florida 32953

## 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:

- Solved 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:

- Solved 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