

ALAIN R. JOSEPH

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TECHNOLOGY EXECUTIVE

917-991-7260 • West Hempstead, NY 11552

Proven creator and fixer of solutions. Innovative executive with experience building and implementing technology strategies that drive strategic initiatives. From pre-seed tech startups to large corporations I've worked in IT, product development, cloud architecture, mobile technology, financial-operational management, vendor management, e-commerce, big data and multi-platform integration. Collaborative leader focused on building relationships across global business lines to deliver enhanced profitability and processes, through technology. *Other Areas of Expertise include:*

- Strategic Business Planning
- Process Improvement
- Enterprise Architecture
- Product Management
- Budget Allocation & Management
- Project Management
- Customer Success Management
- Analytics & Reporting
- Product Road-mapping

PROFESSIONAL EXPERIENCE

COVET TIME INC. • New York, NY • 2018 – 2018

An on-demand delivery platform (app) that delivers food, store and courier services in Brooklyn, Queens and Long Island.

CHIEF TECHNOLOGY OFFICER

Provide technology leadership in Research and Development (R&D), DevOps, and Quality assurance (QA). Audited logistics, HR, Marketing, Technology Roadmap, Engineering, Financial Model, Operations, Onboarding, Project Management and Culture. Started by discussing Path to Profitability and Process Flow. Hired 1st permanent full time inhouse Full Stack Developer with capabilities on both Python and React Native as well as front and back end development. Launched Android app. Provided first time Data Analytics. Redesigned total app and app flow for a double-sided marketplace. Introduced new lines of business within the product roadmap. Reduced burn rate by 40%.

WILLIAMS JOSEPH LLC • New York, NY • 2008 – Present

A consulting firm specializing in services designed for start-ups and other boutique firms across multiple industries.

CHIEF TECHNOLOGY OFFICER

Provide technology leadership internally and externally by designing and delivering technology solutions to CEOs and executive-level staff of startups and small businesses. Develop technology roadmaps and drive end-to-end strategy and planning for infrastructure and application implementation. Lead technical processes for R&D projects and partnering across tech teams with developers, engineers, and product managers to manage resources and establish growth initiatives.

KEY ACCOMPLISHMENTS:

- Co-Founder of *Last Mile Health* (Guidepost Health) for the Innovation and Entrepreneurship program at Columbia Business School.
- Successfully managed projects and allocated resources for various budgets up to \$20M.
- Increased passive revenue, enhanced recognition and client engagement by procuring and implementing CRM software and redesigning client websites and mobile apps.

MITEL NETWORKS CORP • New York, NY • 2011 – 2017

A leading telecommunications firm powering more than 2 billion connections for businesses every day.

CUSTOMER SUCCESS DIRECTOR

Delivered technology strategy for a global Enterprise clients including Hyatt, Royal Caribbean Cruise Lines, and URS Corporation. Led a global team of software developers, project managers, remote engineers to provide 24/7 support while enhancing customer satisfaction, managing accounts and KPIs to increase revenue and profitability. Drove the adoption and expansion of new SaaS, UCaaS, IaaS, Cloud solution products such as VOIP, VMware solutions and services to achieve digital transformation. Conducted client meetings, MBRs to enhance relationships, discuss adherence to SLAs, and to increase NPS by 7 points to Promoter and optimum revenue growth. Developed Client programs: 1. New Product Tester Program, and 2. Dedicated Site Engineer Program.

KEY ACCOMPLISHMENTS:

- Led engineers and partnered with CSIRT team to create Active Threat Grid for Advanced Persistent Threat (APT).

Continued . . .

- Increased annual revenue by 8% and enhanced global revenue by 11% through strategic development efforts.
- Enhanced reporting efficiencies by leading internal project to consolidate SAP.

EXAMINER.COM • New York, NY • 2010 – 2015

An American news website that used a network of pro-am contributors posting local content throughout the U.S.

TECHNOLOGY JOURNALIST

Provided research on Android technology and developed leading stories based on information gathered from mobile industry events. Evaluated new device launches and apps. Tested devices to develop feedback for consumers and Android developers. Stayed abreast of Mobile Technology and Innovation industry knowledge.

KEY ACCOMPLISHMENTS:

- Recognized as an Android industry expert by manufacturers including Samsung, Motorola, HTC, LG, etc. and mobile carriers AT&T, Verizon, Sprint and T-Mobile.
- Created instructional articles for various industries on making the most of apps and technology for specific sectors.

WEB LIQUID GROUP • Brooklyn, NY • 2008 – 2010

A full service digital marketing agency providing digital marketing and online consulting services.

DIRECTOR OF BUSINESS DEVELOPMENT AND MARKETING

Developed and led business positioning for a variety of clients to generate new revenue and increase regional market share for the organization. Built and cultivated relationships with CPGs and utilized good judgement to make effective decisions for social media marketing, online marketing and mobile strategies. Redesigned marketing one-sheets and created SEO and SEM strategies to increase web traffic and audience engagement.

KEY ACCOMPLISHMENTS:

- Structured relationships with two major competing CPGs – Coke and Pepsi.
- Increased agency brand recognition and traffic to the company website.
- Attained speaking engagements and PR opportunities for agency partners.

EDUCATION & TRAINING

Executive Master of Science – Technology Management

COLUMBIA UNIVERSITY | New York, NY

Bachelor of Arts – Communication & Advertising

UNIVERSITY OF DETROIT MERCY | Detroit, MI

CERTIFICATIONS:

Lean Six Sigma White Belt

Innovation and Entrepreneurship Program – Columbia Business School: COLUMBIA UNIVERSITY

Full Stack Development Coding Bootcamp – Columbia Engineering: COLUMBIA UNIVERSITY

VOLUNTEER:

CHAIRMAN OF THE BOARD - Alex House Project, Inc.

Software and Tools:

Google AdWords · MSN adCenter · SEO · SEM · SMM · Hitwise · Compete · CPC · CPA · CPM · CRM · MiCloud · Unified Communications · VOIP · Cloud Solutions · SAP · Oracle · PHP · HTML · XHTML · Javascript · CSS · Bootstrap · JQuery · Json · Ajax · FullStack Development · Github · CodePen · Visual Studio Code · Agile · Waterfall · Trello · AWS · B2B/B2C applications · Blockchain · Cryptocurrencies (Bitcoin, Ethereum and Litecoin)