ALEX ODINTSOV

ENTERPRISE SOLUTIONS DELIVERY, INTEGRATIONS & OPERATIONS • STRATEGIC AGILITY • BUSINESS RESILIENCE
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EXECUTIVE SUMMARY

Information Technology professional with over 14 years of leadership experience enabling organizations to deliver exceptional consumer-facing digital experiences, utilizing innovative technologies in the financial services industry. Core capabilities include:

• Applying a best-practices approach to drive the development of technology and application solutions, building secure, highly scalable and performant multi-tenant SaaS commercial solutions, API platforms, B2B integrations, and mobile apps
• Ensuring the development of robust business continuity plans and maintenance for systems and infrastructure
• Designing technology strategies based on business objectives and then translating such strategies into actionable plans
• Recruiting, mentoring and managing diverse high-performing teams of technical personnel from around the globe
• Guiding product development strategy, driving modernization initiatives and making executive-level prioritization
• Championing best practices, automation, and innovative thinking to maximize team productivity
• Instilling rigorous software quality/security/compliance standards and driving the development of support documentation
• Developing technology budgets and monitoring expenditures

WORK EXPERIENCE

ADTALEM GLOBAL EDUCATION, ATLANTA, GA   01/2020-PRESENT
DIRECTOR OF TECHNOLOGY

• Led the ACAMS technology group with responsibility for design, delivery, operational readiness, and production support operations (Engineering, QA, Database, DevOps, Security, Business Analysts, and Technical Support teams)
• Managed onsite, remote, and offshore teams including 19 FTE employees and ten contractors
• Secured multi-million-dollar contract by fulfilling all contractual obligations and meeting the tight deadlines
• Spearheaded the redesign and world-wide launch of the ACAMS's Anti-Money Laundering compliance solution
• Established essential processes and quality best practices: Agile/SAFe/Kanban, SRE/DevOps principles, and continuous integration (code shearing, reviews, quality gateways, defect triage, QA automation, delivery CD/CI pipeline)
• Guided architectural changes focused on performance, scalability, and reliability improvements, and support for PCI/SOX compliance. Created test environments and made the non-functional testing an integral part of the development life cycle
• Championed migration of the legacy monolithic web system to an ecosystem of microservices (API, backend, frontend)
• Established 24x7, 3-tiered, international production support functions, including ITIL practices (Change/Release/Incident Management) and directed management and execution of the business's IT operations (NOC/SLI/SLO/SLA, monitoring)
• Redesigned consumer-facing products to provide consistent cross-platform global Brand and unified Shopping experience
• Improved operational efficiency by adding Omni-channel capabilities (engagement tools) and adapting A/B or Split testing
• Established a "culture of accountability" by setting clear expectations, responsibilities and aligning teams on shared goals
• Improved business decision-making based on data and analytics, and cultivate a culture of continuous improvement
• Organized and led client focus groups, establishing the "Customer First" strategy
• **Notable Clients:** Mastercard

WOLTERS KLUWER TAX AND ACCOUNTING US, KENNESAW, GA   02/2008-01/2019
DIRECTOR OF SOFTWARE DEVELOPMENT AND OPERATIONS

• Led the development organization responsible for driving vision, strategy, and execution of strategic and operational business initiatives (Engineering, Database, QA, Data Analytics, Security, DevOps, and Production Support teams)
• Effectively managed onshore, nearshore and offshore teams of 47+ employees and 15 seasonal contractors in 5 countries
• Responsible for high-quality technology deliverables to over 60,000 professional businesses and government agencies (desktop, web, mobile, eCommerce consumer-facing apps, B2B integrations), generating over $175 million in revenue
• Launched first cloud-native web tax compliance software in the professional accounting industry (API, backend platforms)
• Directed product and process improvements for leading high-traffic transaction processing system (https://bit.ly/33xRnFx)
• Led modernization initiatives to transform legacy monolithic systems into decomposed services and shared components
• Championed creation of a global API platform which pushed dramatic gains in productivity, speed, agility, and reliability
• In collaboration with the leadership team defined product strategy for enabling a global API framework monetization (API-as-a-Product) and led the business initiative to drive partners program success through better channel enablement tools
• Influenced adaption of an effective product development culture based on CALMS model (Collaboration, Automation, Lean, Measurement, and Sharing), created the Operations department (DevOps/SRE), led executions of "Proof of concept" (POCs) on Service Mesh, API management, Web, and Mobile technologies and plans for adoption

- Developed strategic partnerships with major vendors and financial service providers, supporting B2B/B2C integrations (transactional, ERP, authentication, payment, and analytics integrations with major US banks and government systems)
- Transformed the organization from a waterfall project methodology to Agile Software (Scrum/SAFe/Kanban)
- Aligned standard procedures and policies in Application Development, Quality Assurance, Data Center Operations, and IT to meet audit, security, compliance, and service level expectations (Attained CMMI Capability Level 1 and 2)
- Transformed Quality Testing by investing in automation, scalability, and strategy, including behavioral targeting
- Improved customer experience by launching self-service portals and implementing an AI bot-based support strategy
- Launched a cross-divisional business analytics platform, aggregating data across diverse sources and providing consumers with business insights for day-to-day operations, executive reports, product usage, and predictive analysis
- Consolidated four regional data centers in two geographically redundant IBM data centers
- Migrated over 200 hosted legacy systems across 900+ servers with virtually no impact on business operations to the cloud (Azure/AWS)
- Architected and managed the implementation of a disaster recovery strategy as a part of the corporate business continuity
- Executed post-acquisition integration of three major tax software companies, transforming and running complex business operations at scale
- **Notable Partners/Clients:** IRS, HSBC, TPG (Santa Barbara), River City, Republic Bank, PwC, H&RBlock, Western Union
- **Supported Standard and Regulatory Compliance requirements:** SOX, SSAE, ISO27001, GDPR, NIST, PCI

RELEVANT EXPERIENCE

UNIVERSAL TAX SYSTEMS INC., ROME, GA

- Manager, Application Development
- Software Development Team Lead
- Senior Software Architect
- Software Developer

TECHNICAL PORTFOLIO

- **Product & Technology Leadership** (Strategic Planning, Product Development, Process Improvements)
- **Software Engineering** (SDLC, Agile/SAFe/Kanban, Scaled Agile Framework, KPIs Measurement, Microservices, Cloud Native, Mobile, .NET, C#, JAVA/J2EE, REST, MVC, ASP.NET, WCF, Web API, React.js, Node.js, Python, MySQL, Oracle, PLSQL, SQL, VSTS, GIT, Redis, Scala, Maven, Jenkins, Cucumber, MSBuild, Android/iOS mobile product development: Flutter/Swift, Project Management Analytics, SOAP, WebLogic, Junit, Perl, Spring/Springboot, Bootstrap, MQ, MongoDB, PostgreSQL, Cassandra)
- **Data Center Operations** (DevOps, Change Management Controls, ITIL, NOC, Logs & Event Management, Service Management, Change management, Azure DevOps, Elasticsearch, ServiceNow, Nessus, IBM QRadar, PagerDuty, DataDog, AppDynamics Telemetry, Release Management, CI/CD pipelines, Automation/Orchestration Puppet/Chef, PowerShell/Bash/Python, Site Reliability Engineering, Cost Optimization, Redhat)
- **Quality & Performance** (Test, Event and Domain Driven Design, Operational Readiness, Scalability and Performance Testing, TFS, IIS, Apache, Selenium, JMeter, Hibernate)
- **Cloud Computing / Cloud Readiness / Cloud Migration** (IAAS, PAAS, SAAS, DAAS, FAAS, API-as-a-Service)
- **Cloud Infrastructure** (Private/Public/Hybrid, Azure/AWS, VMWare, NetScaler, NETApp, Infrastructure as a Code)
- **Business Continuity** (Availability, Resiliency, Disaster Recovery, Data Retention, Incident, and Crisis Management)
- **Systems Integration** (M&A Integrations, B2B, B2C, API Management, Salesforce, Big Machines, Softrax, EBS, SAP)
- **Business & IT Analysis and Predictions** (PowerBI, SQL, SSIS/SSRS/SSAS, Event/Stream Analytics, BigData)
- **People Leadership & Development** (Talent Development/Mentoring/Training, CapEx/OpEx Budgeting, Outsourcing)
- **Governance, Risk & Compliance** (Assessment & Mitigation, Legal/Security/Regulatory, SOX/SSAE/ISO, NIST, PCI)
- **Communications** (Leadership Briefings, Client Engagements, C-Level Reporting, Presentations: Analytics & Forecast)
- **Vendor Management** (Contracts & Policies Management, Legal Compliance, SOWs, License & Asset Management)

EDUCATION

- Bachelor of Science in Computer Science (major) • Artificial Intelligence (minor)
- Moscow State University of Instrument Engineering and Computer Science

US Citizen / Authorized to work in the US for any employer