
BUSINESS DEVELOPMENT LEADER | DIGITAL & CLOUD TECHNOLOGIES

Data-driven customer-facing executive with extensive leadership experience in high-growth organizations in customer success and operational roles. I draw upon my experience from the healthcare and software industry to lead large-scale cross-functional teams that partner with executives to spearhead accelerated growth.

My keen business acumen and proven executive management abilities allow me to drive highly complex projects using data insights in an agile environment that anticipate customer requirements that drive the success of company goals.

Remote Teams
Agile Ownership & Delivery
AI / Machine Learning

Matrix Team Leadership
Customer-facing
Regulated Environments

Startups
Organizational Management
Enterprise & Cloud Product Experience

CORE STRENGTHS

- Experienced operational engineering manager with a proven track record of successful large-scale customer implementations with leadership in analytics, culture of success modeling, in mobile and cloud environments.
- Relationship-builder and advisor who leverages deep knowledge of software and product development in healthcare to cultivate ownership among teams and influence executive collaborators.
- Cultivates and mentors versatile engineering groups and partners with a high-growth mindset and leads delivery of innovative market-defining products that exceeds customers' expectations.

EXPERIENCE

Quantyzd, Inc | Chief Operating Officer

2018 - 2019

Partnered with CEO to build out infrastructure for early-stage company and repositioned it to be competitive in the autonomous bot testing market. Responsibilities included strategic planning, customer impact, business development, product and operations, as well as direction and guidance for all areas of business.

- Developed and closed partnerships that included code integrations, contracts, sku development and pricing.
- Created and executed engineering guidelines and processes, which improved product development output by 30%.
- Implemented quality process improvements that reduced platform downtime by 400%. Improvements included unit testing, scenario testing, development and operational dashboards, and agile methodologies.

Optum, a Division of UnitedHealth Group | Vice President, Technology

2016 - 2017

Reshaped product vision of private and public cloud strategy for healthcare provider. Developed, implemented, and oversaw IT solution design, risk assessment, and architecture strategy including data centers, network, storage, security, compliance, public cloud and private cloud solutions such as AWS and Microsoft Azure in a regulated environment.

- Responsible for providing solutions for Customer escalations.
- Managed all Partnerships including assessment of technology and ongoing ROI with partners.
- Responsible for the Information Technology platform that ran > \$100B in revenue, as well as creation of next generation platforms, using containers and open source solutions.
- Managed a 200-person team, 45% of which were remote at-home workers.
- Transformed the vision and delivery of the Public Cloud strategy for UnitedHealth Group, resulting in signed contracts with Amazon and Microsoft and the formation of a Cloud Center of Excellence (COE) team.
- Revitalized the private cloud business. Enforced budget requirements and on-time deliverables and created long-term strategic plan in partnership with 3rd party vendors.
- Created and implemented compliance and security solutions in partnership with CISO for company-wide remediations and strategies building upon HITRUST, HIPAA and NIST Cybersecurity Framework.

Microsoft Corp | Director, Software Engineering, Cloud & Enterprise

2012 - 2015

Recruited by current CEO to co-lead development of Enterprise, Hardware, Services, and Security Software. Oversaw in-market, in-process portfolios and drove shift to DevOps model directly responsible for Service Engineers, Quality Engineers, and Engineering Tools Team.

- Oversaw P&L for multiple \$1 billion+ businesses in partnership with two peer executives.
- Led global teams of up to 1,350 in support and customer-facing product delivery - reduced costs and increased quality, output and revenue for products such as Microsoft Windows, Microsoft Server, and Microsoft Azure Cloud Services.
- Streamlined development practices (agile, scrum, devops, continuous innovation) impacting prominent products.
- Generated \$10M+ cumulative savings sponsoring company procurement strategy; received CFO Finalist award.
- Implemented customer sharing capabilities for products and services, which reduced customer response time by 24%.

Director, Software Engineering, Windows

2006 - 2012

Co-led Windows 8 internal engineering, including build system, pre-check-in quality analysis systems, internal tools and systems for release, automation systems, and 24x7 global Operations (network designs, monitoring, ticketing, break/fix, tool development).

- Increased build speed and code flow 20% YoY, with 30% drop in impacting outages.
- Reduced Intellectual property theft by 75% from prior release.
- Owned and Reduced R&D Lab Expenses resulting in 13% YoY Savings while increasing productivity.
- Developed & Managed 650 Global Engineers (US, China, India).

Co-led Windows 7. Owned Windows 7 setup and upgrade quality, Engineering systems, DOJ Technical Committee partnership, Lab hardware projects/delivery/installation/live-site teams, and 24x7 global system operations.

- Influenced cultural shift in defining new roles and responsibilities, processes, release procedures, tool quality, and other significant practices among engineering teams.
- Increased build speed and code flow 20% YoY, with 30% drop in impacting outages.
- Provided DOJ Technical Committee and European Committee implementation oversight into shared agreements.
- Owned and Reduced R&D Lab Expenses resulting in 22% YoY Savings while increasing productivity.

Director, Software Engineering, Office

2000 - 2006

- Chosen to co-lead Office 2007 Internal Engineering systems, setup and upgrade technology Quality, 24x7 global operations and turnkey system handoff for down-level support.
- Co-owned Office 2003 release, including facilitation for Office Directors and Quality Directors meetings, as well as daily engineering status meetings. Drove weekly executive meetings.

Software Engineer / Manager

1990 - 2000

Built v1.0 organizations in various roles, which included people, tools, processes, and organization health. Products included Excel 2.x – 4, MS Query, ODBC 1 – 2, ODBC Database Driver, Picture it! 1.0 – 4.0, and PhotoDraw 1.0 – 2.0.

PROFESSIONAL DEVELOPMENT & RECOGNITION

ICME Summer Workshop | Machine Learning, Deep Learning, NLP | Stanford University

UnitedHealth Group Executive Leadership Program

Wharton Business School Executive Education

Microsoft Executive High Potential Program

Microsoft Gold Star | Multi-Year Recipient

EDUCATION

UC BERKELEY SCHOOL OF INFORMATION: Master of Information & Data Science (MIDS), 2020 Candidate

SEATTLE UNIVERSITY: Master of Business Administration (MBA)

UNIVERSITY OF PUGET SOUND: Bachelor of Science (BS), Computer Science / Business & Economics