YORK PRADO

850 W Grand Ave Unit 16
Oakland, CA 94607 USA

PERSONAL PROFILE

Experienced technical leader with a proven track record of delivering scalable technical solutions from ideation to pilot to full-scale production. My passion lies at the intersection of client delivery and technology, solving complex problems using my understanding of diverse industries, emerging technologies, and distinct use cases.

Having spent a decade in consulting, I bring a unique perspective that allows me to quickly adapt to changing environments and provide valuable insights to my team and customers. Now with 2.5 of startup customer success experience, I have proven the ability to lead cross-functional teams and drive results, in both a consulting and product company lens.

I am now seeking new leadership opportunities that will allow me to continue to leverage my technical and business acumen to drive innovation and growth. Contact me to learn more about how I can bring value to your organization and customers.

EDUCATION

Christopher Newport University
B.S in Computer Engineering
December 2009
GPA 3.79

VOLUNTEER EXPERIENCE

**Oakland Promise, Mentor Lead
(Jan 2019 to Present)**
Mentor to a college-bound underrepresented student throughout their college career to help build a relationship that supports them and their college goals.

**Latinos in Tech Giving Circle, Member
(Oct 2019 to Present)**
Part of the largest network of Latino philanthropists in the country, Latinos in Tech Giving Circle aims to invest our pooled funds into Latino-led nonprofits.

GET IN TOUCH

LinkedIn: www.linkedin.com/in/yoprado/
Personal Webpage: www.yorkprado.com
Email: york.prado@gmail.com
Phone: (202) 510-2366

SKILLSET (Most -> Least)

Languages: HTML5/CSS, JavaScript, SQL, Python, Shell, Java
Databases: MSSQL, MongoDB, Neo4j, PostgreSQL, MySQL
Dev Platforms: PTC ThingWorx, AWS, GCP
Web Technologies: RESTFUL APIs, JSON, XML, MQTT, Pub/Sub
Technical Delivery Tools: GIT, Jira, Jenkins, Teams
Core Skills: Agile/Scrum, Solution Architecture, Project Management, Engineering Management
IPaaS: Tray.io, Informatica

EXPERIENCE

Global Lead, Platform Product, Professional Services
Tray.io (October 2022 to March 2023)
Managed the full professional services portfolio of Tray.io's Platform product, overseeing two distinct teams and setting goals to become more P&L focused while working towards new customer offerings to achieve 120% net revenue, a companywide goal. P&L focus greatly improved our standing to be cost center neutral, starting at 65% cost center neutral and ending at 89%.

- **Led PS Reorgs:** Successfully led initiatives to combine two separate teams under one portfolio, standardizing the entire practice and enabling a common customer journey for all platform customers.
- **Increased Revenue Growth:** Created a new offering for enterprise customers to enter into a continuous delivery managed service, successfully piloted with two enterprise customers ($240k/yr and $260k/yr contracts) and extended to two more enterprise customers looking to engage in a similar manner.
- **Created New Services:** Defined and managed the creation of new customer services to promote the adoption and growth of the Platform product in a customer's tech stack.

Manager, Enterprise Solutions Architecture, Professional Services
Tray.io (May 2021 to October 2022)
Managed a diverse global team of seven across the USA and UK, focused on providing higher quality services for enterprise (+$200k ARR) and strategic customers. Successfully led the development and rollout of new professional services offerings to standardize how Tray.io worked with customers, resulting in higher customer satisfaction (4.85/5) and increased spend.

- **New Services Creation:** Lead the development and rollout of new professional services offerings to standardize how we work with customers from an onboarding, advisory, and implementation experience. These PS packages were shared amongst marketing, pre-sales, engineering, and leadership to ensure buy in and was deemed as "the smoothest rollout of new services I've ever experienced in my career" by the Head of PS.
- **Increased Revenue Growth:** Marketed and sold the value of these new offerings directly to customers, increasing customer PS spend and maximizing spend for customers from ~$30k to $250k within the first year of the rollout.
- **Peer Development:** Directly hired and managed a team of seven junior consultants, defining experience level responsibilities and three successful promotions while prioritizing diversity in hiring.
- **Managed Internal Initiatives:** Successfully managed quarterly team initiatives to solidify processes and improve the customer experience with Tray.io's PS offerings.

Senior Solutions Architect
Tray.io (July 2020 to May 2021)

Led, managed, and implemented enterprise-level integrations of Tray.io's platform, working directly with enterprise and strategic customers in project management, solution architecture, and professional services capacities.

- Directed a team of solution architects, professional services engineers, backend engineers, network engineers, and security personnel for project implementation.
- Managed an implementation for a rip and replace project for an enterprise health insurance company from a legacy Informatica system to Tray.io's low-code solution, saving $150k/year.
- Achieved a net revenue retention of 307.02% for strategic and enterprise accounts in Q3 2020.

Specialist Master – Solutions Architect, IoT Practice
Deloitte Consulting LLP (March 2016 to July 2020)

Conceptualized and spearheaded the technical development of web-based Internet of Things (IoT) solutions across diverse industries, including industrial manufacturing, telecom, consumer product goods, MedTech, and airline, leading to the successful implementation of $6-30 million projects. These solutions achieved an average client savings of $1-5 million within the first year of project delivery.

- **Software Development Lead:** Executed technical strategy and implementation of backend services for cloud and on-premise smart manufacturing applications.
- **Software Engineering Management:** Coordinated and matured QA, DevOps, and development pipelines, optimizing code delivery and ensuring product scalability.
- **Architecture Development and Technical Delivery:** Developed scalable architectures, directly engaging with client IT, security, network, and architecture teams to deliver solutions tailored to their unique business environments.
- **Project Management:** Planned delivery timelines and resolved technical blockers, updating progress to leadership.
- **Practice Development and Growth:** Produced several technical RFP responses and developed product and marketing content for solution accelerators targeting high-interest industries, resulting in $35 million in sales.
- **Peer Development and Internal Initiatives:** Successfully mentored and promoted several junior developers and grew the team from 12 to 50 within 4 years. Also, led internal initiatives in the standardization of architecture deliverables, shaping the team and growth of the practice.

Senior Application Developer – Digital Innovation Lab
Deloitte Services LLP (November 2014 to March 2016)

Envisioned, built, and coordinated industry and client-focused proof of concepts in emerging technologies, such as 3D printing, augmented/virtual reality, indoor positioning, IoT, and cognitive computing. Actively demoed these solutions in client engagements, international conferences, and internal Deloitte teams.

Consultant – Analytics Visualization Studio
Deloitte Consulting LLP (September 2012 - November 2014)

Designed and developed data analytics visualizations for multiple industries and clients as part of a product design thinking team. Successful execution of these projects led to a global Deloitte initiative to help fund more sites using this work, now known as Deloitte Greenhouses.

Associate Consultant
DRC\Kadix Systems (July 2010 – September 2012)

Advised and Developed for clients in the federal space, specializing in Agile full stack development.