



EDUCATION

Bachelor's Degree

Information Management & Tech
Syracuse University

CERTIFICATIONS

Boston's Future Leaders Program

Harvard Business School

Certified Scrum Developer

Scrum Alliance

Certified Cloud Practitioner

Amazon Web Services

Digital Product Management

University of Virginia

ITIL 4 Foundations

AXELOS Global Best Practice

Certified Power User

Splunk

Certified Product Manager

General Assembly

Bot Manager Advanced

Akamai

SKILLS

- 3PL Integrations
- Agile Methodologies
- Akamai & Cloudflare CDN
- AWS & Azure
- CI/CD Pipelines (Jenkins)
- Claude
- Cursor
- CSS3 / HTML5
- Digital Transformation
- Executive Leadership
- Fraud Protection
- Github
- Incident Management
- Java
- Kasada Bot Manager
- NodeJS
- Order Management Systems
- Observability – New Relic, Splunk
- Payment Integrations
- Point of Sales Systems
- Product Management
- Python
- React / Next.js
- Retail Technology
- REST APIs
- Salesforce Commerce Cloud
- ServiceNow
- Spring Boot Framework
- Supply Chain Management
- Vendor Management

AWARDS & RECOGNITION

Nike Milestone Award

Significant Performance

Boston's Future Leaders Program

Awarded by Nike Execs

Prior 5 Years – Yearly Review

2x Exceptional, 3x Highly Successful

PROFESSIONAL SUMMARY

Technology executive with 12+ years leading global engineering, digital commerce, and retail technology operations for multibillion-dollar brands. Expert in scaling e-commerce platforms, driving AI-enabled transformation, and leading high-performing distributed teams. Proven record delivering 30–40% revenue lifts, modernizing global systems, and ensuring resilient omnichannel experiences across North America, Europe, and China.

WORK EXPERIENCE

Head of Global Retail and Digital Engineering Technology Services – Converse

Nike | Nov 2019 – Current (Lead Global Digital Operations Engineer Nov 2019 – Sep 2022)

- Directed and executed roadmap for end-to-end re-platforming of Converse.com, delivering 33% digital revenue growth and strengthening global e-commerce infrastructure for a \$2B brand.
- Spearheaded Digital Commerce launch across 13 European countries, enabling scalable expansion, localized market access, and enhanced consumer reach.
- Led strategic expansion of Converse By You customization into Europe and China, generating 30% of total revenue through personalized, localized digital experiences.
- Manage globally distributed teams handling 3.3K+ monthly incidents at 96%+ SLA, overseeing North America/Western Europe stores, e-commerce reliability, and site reliability engineering.
- Develop and execute bot mitigation, fraud prevention, and transaction analysis strategies using Forter, Kasada, and Akamai to protect digital revenue streams
- Architect and own roadmap for scalable launch and supply chain strategies for high-demand events, achieving 40x traffic surges and \$10M+ in sales during sneaker drops.
- Lead global holiday readiness sustaining 80%+ YoY growth in peak periods.
- Designed and implemented enterprise-wide observability framework with Splunk, Catchpoint, and New Relic to enhance system performance and proactive issue resolution.
- Led IT Service Management transformation using ServiceNow, PagerDuty, and JIRA, improving operational efficiency and incident response.
- Direct technology for pop-up activations (music festivals, sports events) validating new markets, fostering community, unlocking revenue streams, and piloting innovations.
- Drive AI adoption across the technology organization, automating processes and building agents that saved thousands of hours in development and operations.

Director, Data Integration (Interim) – Converse

Nike | Feb 2025 – Oct 2025

- Led global engineering teams in designing, building, and maintaining data integration, API, and workflow platforms connecting core systems (SAP, IBM MQ, Manhattan WM, ToolsGroup, FlexPLM, Aptos, 3PL vendors).
- Directed real-time data integration initiatives on AWS, Apache NiFi, and Kafka streaming
- Managed EDI team in technical documentation, B2B partner onboarding (representing 45% of business), and seamless integrations.
- Executed legacy-to-cloud migrations to improve cost efficiency, reliability, and scalability.

Senior Product Manager, Digital Technology

Digitas | Nov 2017 – Nov 2019

- Led product redesign for Fortune 100 client, increasing YoY engagement by 26% through innovative features and user-centric development.
- Directed product managers and developers in A/B testing with Adobe Target, boosting sign-up conversions by 2%.
- Collaborated with UX and Data Science teams to deliver solutions and present actionable insights to executive stakeholders with Adobe Target, boosting sign-up conversions by 2%.

Business Systems Analyst II

Liberty Mutual Insurance | Nov 2014 – Nov 2017

- Managed legacy claims system upgrade for \$25B premium book, prioritizing features based on market research and business needs.
- Built automated reporting tool that retired 78 legacy systems and reduced monthly close time by 20%.
- Trained call center teams, driving 50% higher user adoption via demos and hands-on support.

Technical Consultant

Cognizant Technology Solutions | May 2013 - Nov 2014

- Contributed to mobile redesign project, improving conversion rates and NPS through responsive, user-focused design.
- Created automation scripts (Selenium, HP Quality Center), cutting QA testing time by 60%.
- Led disaster recovery planning for major insurer, ensuring protection of critical customer data.