**Chad Gross**

**Technology Operations Executive | Strategic Innovation Architect | Transformational Leader**

|  |
| --- |
| **Executive Summary** |

Visionary operations and strategy leader with over 15 years of experience in driving technology roadmaps and tangible improvements that establish competitive advantage and achieve exceptional business results. Aligns technical capabilities with business goals and advocates for simplicity, collaboration, and continuous improvement. Holds diverse experience spanning technology, business, and sales, adept at identifying gaps and opportunities across the broader organization. Proven success in streamlining and automating processes that provide cost reductions, enable revenue growth and facilitate cost-effective scalability. Recognized for bringing diverse stakeholders in alignment with business objectives, keeping the customer at the forefront of all decision-making. A transformational leader who takes ideas and visions and inspires his teams to make those a reality.

**Expertise**

|  |  |
| --- | --- |
| * Technology Strategy & Execution * Cross-Functional Leadership * Team Development & Coaching * Executive Collaboration * Data-Driven Storytelling * Sales & Account Management | * Growth & Scaling * Business Intelligence Systems * Continuous Improvement * P&L & Budget Optimization * Technology Management * Vendor Management & Contract Negotiations |

**Professional Experience**

**RENAISSANCE LEARNING (REMOTE)**  **2016 – 2024**

*Leading educational technology company providing innovative solutions to enhance learning outcomes for students and educators.*

**VP of DevOps**   **2016 – 2024**

Recruited to modernize operational practices, direct the migration of a data center into the cloud, and automate software delivery. Partnered with the CTO and other senior leaders to develop and execute a strategic business plan, successfully replacing legacy systems with a scalable cloud-native platform within an aggressive 18-month timeline. Managed DevOps/Release Engineering, SRE, Quality/SDET and Performance Engineering.

* Enabled daily deployments with a 43% reduction in quality issues by promoting the use of CI/CD pipelines, automated testing, Zero-Downtime Deployments, and Feature Flags.
* Formulated SLX metrics in collaboration with Product and Engineering, improved monitoring and experimented with chaos engineering resulting in reliable, self-healing and scalable systems generating $580+MM in annual revenue.
* Developed Infrastructure as Code automation, improving governance adherence and reducing the DR/BC service restoration process from days to hours.
* Orchestrated a cross-functional initiative to optimize cloud computing expenditure, resulting in annual cost savings of $1.1MM in 2019.
* Fostered collaboration across departments by dismantling silos through tight integration, feedback loops, and incentive realignment, resulting in a more efficient development process and higher operational quality.
* Introduced Scrum/Kanban Agile development methodologies, promoting transparency, adaptability, and a culture of continuous improvement within the organization.
* Partnered with CISO/CIO to support completion of SOC 2 Type 1 and 2 certifications and facilitate FERPA/HIPAA compliance
* Engaged with HR to streamline hiring processes, reducing time-to-hire to just 31 days and maintaining a new hire quality rate of 92%.

**AMPLIFY (Brooklyn, NY)**  **2011 – 2015**

*Formerly Wireless Generation, Amplify develops mobile and cloud-based digital curriculum products that empower teachers to offer more personalized instruction and engage students to become more active learners.*

**Director of Information Technology**  **2014 – 2015**

Promoted to oversee the planning, organization, and execution of technical operations. Reporting to the COO and CTO, managed the data engineering, cloud operations and DevOps teams.

* Proposed and implemented a new organizational structure for DevOps and CloudOps teams, successfully reassuring and influencing staff to embrace the change, leading to improved efficiency and morale.
* Led initiatives to optimize cloud computing operating costs, resulting in over $2 million in savings by analyzing automated reports in CloudHealth and identifying opportunities for cost reduction.
* Transformed the licensing and maintenance renewal system in SalesForce.com, eliminating service interruptions and late fees.
* Managed vendor relationships and negotiated discounts of up to 55% off pricing, resulting in significant cost savings for the organization.
* Developed and optimized fragile system reports, enabling product managers to identify high-priority opportunities for maximizing return on investment.
* Led and improved outage management process, resulting in reduced MTTR

**Senior Operations Analyst**    **2011 – 2014**

Hired to maintain and improve the visibility of technical operations company-wide by bridging business acumen with technical ability. Identified, gathered, analyzed, and presented key performance metrics, interpreting data to determine courses of action while ensuring proper business alignment when investigating new solutions.

* Implemented a dashboard indicating the number of times each training document was downloaded by customers, increasing the Documentation team's effectiveness and enabling prioritization of high-use materials for maintenance. This initiative also reduced the support center load by better promoting low-use documents.
* Coordinated research and analysis of application issues, resulting in a 40% improvement in platform performance and enhanced customer experience.
* Programmed an automated availability report that validated contract compliance, delivering proactive damage control to Sales, Account Management, and Senior Executives.

**Entrepreneurship**

**BULL & GOAT OKLAHOMA, LLC. (Oklahoma City, OK) 2019 – Present**

**Co-Owner & Manager**

Spearheaded strategy development, acquisition, and financial management for a family-owned real estate business. Formed and led a cross-functional team, achieving an average appreciation ROI of 15.5% and an average post-financing Cash-on-Cash (CoC) return of 27.5%.

* Developed a strategy focused on purchasing and rehabilitating distressed homes with cash to drive appreciation, followed by renting and refinancing to recoup initial investment capital for further property acquisitions.
* Established and implemented a streamlined process for new property intake, overseeing renovations and managing the refinance process.

**GROSS CARLSON SPRADLIN, LLC. (Denver, CO) 2017 – 2020**

**Co-Owner**

Served as a controlling partner in this property business. Secured financing for property acquisitions, initially focusing on short-term investments. Achieved a 30% return on investment upon exiting the investments.

* Transitioned strategy to medium-term investments to sustain cash flow during travel reductions caused by the coronavirus pandemic.
* Implemented a robust system to track and manage financial performance, leading to a 23.77% profit in 2019.

**Prior Roles**

**Element K (now Skillsoft) |** Systems Administrator

**Element K (now Skillsoft) |** Account Manager

**Education**

**Capella University (Minneapolis, MN) |** Master of Business Administration in Marketing

**Rochester Institute of Technology (Rochester, NY) |** Bachelor's Degree in Information Technology