**Chad Gross**

**Platform Engineering Executive | DevOps Architect | Transformational Leader**

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

Visionary engineering and strategy leader with over 15 years of experience driving technology roadmaps that establish competitive advantages 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 to improve development velocity, strengthen quality, and facilitate cost-effective scalability. Recognized for aligning diverse stakeholders with business objectives, always keeping the customer at the forefront of decision-making. A transformational leader who takes ideas and visions and inspires his teams to make them a reality.

**Expertise**

|  |  |
| --- | --- |
| * Vision Building * Technology Strategy & Execution * Team Development & Coaching * Agile methodology * Cross-Functional Leadership * FinOps | * BSD & Linux * Infrastructure Management * Networking * Cloud Migrations * Automation & Scaling * Cybersecurity |

**Professional Experience**

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

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

**VP of DevOps**   **2016 – 2024**

Recruited to modernize operational practices, direct cloud migration to AWS, 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 Platform, DevOps, Site Reliability, Quality and Performance Engineering.

* Created immutable container-based infrastructure on AWS Fargate with ECS resulting in a reliable, secure and scalable platform across multiple regions supporting a global customer base.
* Automated cloud-orchestration with Terraform Infrastructure as Code (IaC).
* Leveraged New Relic and Grafana to improve observability of both performance testing and production operations to alleviate bottlenecks.
* Enabled self-service Zero-Downtime Deployments backed by Jenkins-based CI/CD pipelines and Feature Flags using LaunchDarkly.
* Built automated testing pyramid managed with Zephyr Enterprise resulting in a 70% reduction in quality issues over .
* Experimented with chaos engineering to produce self-healing services.
* Organized 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 certifications and confirm FERPA & GDPR compliance

**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 database, cloud operations, release engineering and DevOps teams.

* Proposed and implemented a new organizational structure for DevOps 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.
* Automated deployments with Jenkins and Ansible Infrastructure-as-code
* Managed vendor relationships and negotiated discounts of up to 55%, resulting in significant cost savings for the organization.
* Developed and optimized operational reports, enabling product managers to identify high-priority opportunities for maximizing return on investment.
* Led and improved outage management process with automation, 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 in Splunk and DataDog, 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