Michael Ely

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Chief Technology Officer & Consultant
Strategy and Management - Software Engineering – Architecture

Software Architecture & Integration

Strategic Planning and Execution

Industry Consultant

Team Building and Development

Real-Time Multi-Media Platforms

Acquisition Planning and Analysis

Disaster Recovery / Data Integrity

Unified Communications

Cloud Computing

Contact Center Systems

Policy Planning / Implementation

Technical Specifications

IT Infrastructure Management

Cost Savings Strategies

Security Certifications and Compliance

Accomplished and articulate communicator skilled in consulting with executive and team leaders to coordinate strategic road map planning and implementation, guiding cross-functional teams to surpass business objectives.

Expert in assessing current environments and developing solutions that increase productivity, ensure system availability and rapid disaster recovery.

Exceptional technical executive with more than 20 years of experience designing systems for real-time data processing and multi-media communications, overseeing IT operations, technology acquisitions and security services.

Analytical and adaptable professional with extensive experience developing, deploying, and supporting systems for the most demanding customers.

Proficient in aligning end-user needs and business objectives to create both short and long-term product strategies.

Mentor and team leader driving team growth and development into fully engaged, high-performing contributors.

Experienced in Agile development and project management processes to ensure on-time completion of final deliverables exceeding customer and business requirements.

PROFESSIONAL EXPERIENCE

Interlace Financial Services | Ormond Beach, FL

Founder | 2018 to Present

Consultant for investors, private equity, industry analysts and venture capital firms on technologies relating to Unified Communications, Mass Notification and Emergency Messaging, Contact Centers, Workforce Management and Data Center Management. Review and give insights on corporate and investment strategies regarding technology vendors. Assist SMBs on acquiring funding for business growth, acquisitions and cash-flow challenges.

OnSolve | Ormond Beach, FL

Chief Information / Technology Officer | 2015 to 2018

Led multiple teams to correct architectural and procedural issues while introducing new technologies to radically improve reliability, scalability, and supportability, protecting people from life-threatening conditions through real-time communications and response processing. Directed internal operations and optimized resource usage, maintenance, and security procedures. Collaborated with customers to set business priorities. Directed the implementation and adoption of Agile methodologies with software technologies including Docker, Cassandra, RabbitMQ, VMware and Xamarin on Microsoft and Linux.

- Developed technology and architectural road maps integrating new features and core improvements into existing environments. Instituted hybrid cloud services for dynamic expansion of media services for scalability with minimal costs.

- Improved product design, deployment, and support model to increase up-time to 99.999% without customer impact during deployments. Developed 24x7 monitoring systems with issue escalation procedures to quickly allocate the appropriate resources for customer-impacting problems.

- Performed technical due diligence of software products, processes and assets, creating consolidation plans for existing products and personnel as part of the acquisition of two companies in similar markets; designed strategic plans to meet investor covenants while ensuring continued growth, expansion, and stability. Increased annual revenue from $30M to $100M, decreasing annual operating costs by $16M.

- Decreased turnover to 6% annually by implementing processes that encouraged regular, open, honest communications, listening to employee ideas and concerns, and ensuring fully engaged contributors. Collaborated on creation of Vietnam subsidiary to leverage expanding talent market overseas. Directed multiple onshore and offshore contractors.

- Directed security services including ISO27001 certifications and FedRAMP deployment for expanded market penetration.

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Aspect Software | Chelmsford, MA
VP, Technology Research and Development | 2000 to 2015
Managed the architectural direction for Aspect's omni-channel contact center responsible for $50M in annual revenue. Performed extensive research to identify partnership expansion opportunities and potential acquisitions. Developed corporate strategy incorporating customer requirements and market demands, then presented results to analysts, customers, and internal stakeholders. Developed prototypes, and architectural designs to enhance the technology strategy for the company. Directed strategic acquisitions of Voxeo and Bluenote, supporting technical due diligence to post-acquisition integration and support. Organized incorporation of Natural Language Processing (NLP) technologies from Linguasys.

- Directed cross-product research including cloud computing, unified communications, high availability, business continuity/disaster recovery, analytics and virtualization models.
- Technical liaison and trusted partner for Fortune 50 customers to define solutions for their unique environments, meeting regulatory, security and integration requirements, executing joint design, deployment and services.
- Supported Gartner, Forrester and other analyst briefings and marketing campaigns including conference presentations and demonstrations of the strategic road map.
- Drove development of a new contact center offering for SME customers, advancing from conception through delivery in less than 6 months.
- Designed and developed new award-winning products for customer migrations to VoIP. Wrote and drove the adoption of the SIP Interoperability Policy and Guarantee.
- Recognized with the Microsoft Strategic Partnership and America Sales Support awards.

PakNetX Incorporated | Salem, NH
Principal Software Engineer | 1998 to 2000
Startup creating the first generation of software switching and gatekeeper components for an internet contact center handling voice, video and data sharing. Enhanced media routing services and scalability for $57M acquisition by Aspect.

ADDITIONAL EXPERIENCE

Principal Software Engineer | Sanders, A Lockhead Martin Company – Merrimack, NH

Instructor | University of Massachusetts – Lowell, MA

Principal Software Engineer | Wang Labs Inc. – Lowell, MA

Member of Technical Staff III | GTE Command, Control, and Communication – Needham, MA

EDUCATION

Bachelor of Science, Computer Science | Hope College, Holland, MI
Outstanding Computer Science Student
Russell J. Kraay Award in Computer Science

PATENTS

Single Workflow for Collaborative Network Routing over Heterogeneous System US 8,503,661 | 2013
Network Router for heterogeneous ACD system US 8,229,098 | 2012
Leveraging a SIP forking model for distributed contact center routing US 8,199,895 | 2012
Method and apparatus for a Business Contact Center US 7,606,909 | 2009
Telephony System for Conducting Multimedia Telephonic Conferences over a Packet-Based Network US 6,731,609 | 2004