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# VP, Core Engineering

***Driving Maximum Business Value with High-Quality, Top Performing Products & Support***

Versatile and accomplished engineering leader with exceptional achievement in delivering profitable technical solutions and product enhancements that exceed business objectives. Knowledgeable in all areas of the product development life cycle from requirements gathering, research and analysis, architectural design through implementation and enhancements. Effective at building development-centered operating units with excellent business process and strategic development skills. Dedicated, positive “Go to Guy” demeanor with a passion for technology.

***Core Competencies:***

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| * Product Development & Operations Governance | * Product Management & Planning |
| * R&D, Product Lifecycle Management * Project Management, Scrum, Kanban * Continuous Integration, Continuous Delivery * Financials: Budgets, ROI, P&L, Cost Controls | * Team Builder & Mentor * Vendor Negotiations & Management * Performance Metrics & Process Improvement * Infrastructure, Platform as a Service, AWS |

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|  | **EXPERIENCE & ACHIEVEMENTS** |  |

**Global Eagle** *in* Miramar, FL (2004 – Present)  
*A leading global provider of communications, connectivity, and content services to remote locations (primarily the maritime, aviation, and government markets) around the world via satellite.*

**VICE PRESIDENT, CORE ENGINEERING** (2017 – Present)

Executive technical leader of high performing engineering and development teams. Responsible for all Systems Engineering, Product Development, Product Management, Product Support and QA. Responsible for product strategy, architecture, design, and the continuous development of the company’s core software. Responsibilities include providing technical strategic direction, managing research & development teams, communication of product vision and strategy to the to the Board of Directors, interact with Customer executives, and negotiate and manage third party vendors. Perform full project lifecycle management from defining resource requirements and budgets, timing, scope and deliverables while prioritizing team’s tasks and optimizing resources.

***Key Responsibilities:***

* Manage global team of 50+: system engineers, software developers, QA, product managers, and product support.
* Built and lead company’s new software QA initiative, thus reducing the numbers of unknown defects released into production.
* Lead the Engineering organization responsible for architecture & design of the new Air France Core Systems.
* Saved the organization $1.5M annually by insourcing IPTV Encoding/Transcoding for 1000+ aircraft.
* Manage external design & outsourced development resources to augment product team capabilities.

**VICE PRESIDENT, NETWORK AND PRODUCT DEVELOPMENT** (2015 – 2018)

Executive technical leader of a high performing product organization overseeing the Product Management, Product Development and QA teams responsible for product strategy, architecture, design, and the continuous development of the company’s core consumer facing product lines. Responsibilities include providing technical strategic direction, managing research & development teams, communication of product vision and strategy to the to the Executive Management team, interact with Customer executives, and negotiate and manage third party vendors. Perform full project lifecycle management from defining resource requirements and budgets, timing, scope and deliverables while prioritizing team’s tasks and optimizing resources.

***Key Responsibilities:***

* Lead the Product Development organization responsible for consumer facing and enterprise web, mobile, TV broadcasting and application based products focused on remote distributed systems and networks.
* Built and supported the team responsible for EMC's patented SpeedNet platform, designed specifically for VSAT.
* Worked with top tier technology providers such as YouTube (Google), Netflix, Facebook, and Akamai to bring the best use experience over VSAT.
* Manage an in-house team of 20+ creative software developers, system engineers and agile coaches supporting the product management organization in developing products.
* Built and Manage global Product Support team (Miramar, Seattle, UAE, Spain, India, Argentina).
* Designed, Built, and Launched global satellite TV network and infrastructure, with 40+ channels on the air.

**SR. DIRECTOR, SYSTEMS ENIGNEERING** (2014 – 2015)

Lead the organization in research for new products, product enhancements, and product redesign for MTN’s Core Network. Evaluate the potential and practicality of products in development and prove input based on extensive experience and judgment to plan and accomplish goals. Originate new profitable products and services in concert with customer needs and business model requirements. Gather and analyze feedback from sales, marketing, operations and partners/prospects to set the strategic vision for existing products and development of new products.

***Key Projects and Impact:***

* Built new Systems Engineering Department
* Designed, Built, and Launched MTN Maestro Platform for Yacht BU
* Designed Built, and Launched MTN Conductor iOS\Web Application (Maestro Control Panel) for Yacht BU
* Oversaw Support and Sales Policy’s for Maestro Product
* Designed and Launched MTN Worldwide HD TV Platform
* Designed Fuel Platform and Web Application for Oil and Gas BU

**DIRECTOR, TECHNICAL ASSISTANCE CENTER** (2013 – 2014)

Provide strategic technical direction; manage performance and deliverables of four diverse support teams. Responsible for the installation, and maintenance of MTN's core shipside iDirect and Cisco Infrastructure on over 600 vessels. Providing support for MTNs Products and services such as: Internet Café's, SIP Platforms, WAN Optimization, Content Filtering, and Nexus Products. Led escalated customer issues to completion, and worked with MTN Sr. Leadership in waste reduction, process building and internal tool innovation.

***Key Projects and Impact:***

* Managed four diverse teams of up to twenty-two employees and a $3.5M/yr. operating budget.
* Deployed support structure where four individual teams were able to act as one highly effect team.
* Reduced teams operating cost by 35% while increasing output by creating new streamline support processes.
* Provided key support in building and deploying of new MTN Nexus Products.
* Provided expert advice in deployment of MTN’s Next Generation Networks.

**DIRECTOR, ONBOARD PRODUCT SUPPORT** (2011 – 2013)

Led the installation, technical operations, support, maintenance, and development of the MTN Cloud, Internet Café, and SIP Platforms for many of the world’s largest cruise lines (Carnival, Holland America, Norwegian, Silversea). Provided strategic technical direction and managed performance and deliverables of three teams: The Internet Deployment Team, the Mercury Team, and the Build team. Built and developed teams, conducted regular one-on-one sessions and weekly staff meetings, and encouraged a high-performance team culture.

***Key Projects and Impact:***

* Managed three diverse teams of up to thirteen employees and a $2M/yr. operating budget.
* Provided expert Wi-Fi\Network design for customers, resulting in 40% revenue increase.
* Provided key support for successful contract renewals with MTN largest customers.
* Designed and deployed new Core WAN Optimization Infrastructure, reducing overall Internet Café bandwidth by 52% and improving customer satisfaction.
* Managed successful installation of >120 vessels with WAN Optimization solution in four months.
* Applied Six Sigma Best Practices to streamline the operations of the Internet Café Support and Mercury Teams reducing average days of open of trouble tickets from 10 down to 4 days.

**DIRECTOR, INFORMATION TECHNOLOGY** (2010 – 2011)

Led the Information Technology Team that was directly responsible for terrestrial WAN, Corp. LAN, three Data Center throughout U.S., SIP Phone Systems, and Private\Public Cloud environments. Managed an annual operating budget of $1.2M. Provided strategic technical direction and managed performance and deliverables of team.

***Key Projects and Impact:***

* Project managed the successful reduction of 50 Legacy Hardware Servers to a Virtual Environment.
* Designed and Project managed the expansion of two Datacenter Virtual Environments. Increased VM capacity by 100%.
* Designed and Project managed migration from Exchange 2010 to Microsoft Office 365 and reducing overall cost of support.
* Successfully restructured Corp. Help Desk, reducing both the number of trouble tickets opened and the average number of days the trouble tickets were opened.

**MANAGER/SUPERVISOR, INTERNET DEVELOPEMENT** (2006 – 2010)

Directed Internet Deployment Team (up to 12) and managed an annual operating budget of $1.5M for the Internet Café Platform. Supervised workflow and team scheduling for the installation, technical operations, support and maintenance.

***Key Projects and Impact:***

* Assisted in launching and support of the Internet Café Platform generating >$100M/yr. with 99.5% system uptime.
* Saved ~$3.9M in product costs ($1300 per workstation, with avg. of 30 workstations per vessel x100 vessels over five years) by spearheading and negotiating the R&D of new hardware requirements.
* Project managed the successful installation of >50 vessels with the Internet Café Platform in two years.
* Managed the integration and launch of a new Newspaper Delivery Services Platform which netted >$400K sales.
* Successfully led the planning, testing, integration and launch of a seamless wireless infrastructure that tied into our Internet Café Platform and increased total revenue by 25% for the Internet Café Platform.

**SR. PRODUCT SUPPORT TECHNIACIN** (2004 – 2006)

Provided Level 3 support for installation and development of Internet Café products on board Maritime Cruise Ship Vessels. Received and processed trouble calls, generated trouble tickets, and coordinated corrective actions between technical operations staff and the customer.

*PREVIOUS POSITIONS (more information upon request):* **SR. Support Technician** for Medical Staffing Network 2001 – 2004

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|  | **EDUCATION & TECHNICAL SKILLS** |  |

**Six Sigma Yellow,** Nova University 2012

**Associate’s Degree (Computer Science),** Lincoln University 2001

**Technical Skills:** CDN’s, TV Broadcasting, Harmonic, WAN Optimization, XenServer, VMWare, AWS, Ansible, Cisco Switching\Networking, Cisco Wireless, Aruba Wireless, Websense Content Filtering, Kerio, Palo Alto Firewalls, Procera Systems, Microsoft Server & OS, Various Linux OS, Microsoft SQL, IIS, HP SANs, HP Blades, SuperMicro Blades, Nomadix, MCSA, MCP, A+, NET+