

Chris Dixon

Cloud & AI Architect | DevSecOps | Kubernetes | Federal & Classified Systems

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EXECUTIVE SUMMARY

Strategic Cloud & AI Architect | Technical Operations Leader Innovative leader with 20+ years of experience engineering secure, mission-critical platforms for Global Enterprise and Federal environments. Expert in navigating high-compliance landscapes and transforming high-risk programs into scalable, production-ready systems. Proven track record in building high-performing global teams, architecting **Kubernetes** environments, and bridging the gap between technical engineering and executive business objectives.

PROFESSIONAL EXPERIENCE

02/2023 – Present

Senior Architect – Federal Programs

Digital Data

- Designed and delivered self-hosted Kubernetes platforms across Azure Gov IL5 and air-gapped IL6.
- Directed successful ATOs for classified systems, establishing repeatable DoD deployment patterns. Implemented DISA STIG-compliant RHEL baselines achieving 99.6% compliance.
- Automated infrastructure provisioning using Terraform, Ansible, and Bash.
- Built Forge, an IaC-driven compliance automation framework accelerating ATO readiness, created CI/CD pipeline and product creation/deployment.

04/2021 – 02/2023

Technical Account Manager / Incident Escalation Lead

WordPress VIP

- **Technical Strategy:** Execute full-stack growth strategies on **WordPress VIP**, optimizing site performance, security, and scalability for high-traffic enterprise environments.
- **Strategic Advocacy:** Lead the migration and onboarding of Fortune 500 clients to WordPress, providing technical governance and best-practice consulting.
- **Incident Management:** Created a robust Incident Response Lifecycle, incorporating automated status reporting and post-mortem protocols to maintain high availability. Launched wvpipstatus.com for improved client transparency.
- **Cross-Functional Collaboration:** Collaborate with DevOps, Engineering, and Senior Leadership to resolve complex technical issues and refine product-market fit.

04/2019 – 04/2021

Client Engagement Leader / Global Technical Project Manager

amazee.io

- **Directed end-to-end global implementations** for enterprise clients, ensuring 100% alignment with strategic business objectives and technical requirements.
- **Architected and deployed Zendesk, JIRA, and Confluence** reducing manual workflows and significantly boosting cross-departmental collaboration.
- **Cultivated high-value client partnerships** and served as the primary escalation point.

04/2012 – 05/2018

Customer Success Manager & Global Business Project Leader Ixxus (formerly Rothbury)

CCC - Formerly Ixxus and Rothbury

Customer Success & Support Excellence (2015 – 2018)

- **Engineered a global support transformation** that achieved **100% SLA compliance** within the first 90 days and maintained a **99% Customer Satisfaction (CSAT) score**.
- **Directly managed a portfolio of high-profile enterprise accounts**, overseeing complex technical deployments and cloud migrations on **AWS infrastructure**.

- **Built and led a remote Level 3 Escalations team**, bridging the communication gap between Customer Success and Engineering to resolve mission-critical technical roadblocks.
- **Modernized the support tech stack** by implementing proactive monitoring tools, significantly reducing Mean Time to Resolution.

Business Project Leadership & Global Development (2012 – 2015)

- **Directed high-scale digital implementations** for marquee clients including **Fox.com** ↗, **AmericanIdol.com** ↗, and **FX Networks**, managing annual project budgets exceeding **\$17.5M**.
- **Led a global team of 20+ developers** to deliver complex, multi-format content publication systems using **Alfresco-based CMS solutions**.
- **Facilitated end-to-end project lifecycles**, providing comprehensive technical documentation, 24/7 support structures, and admin training for enterprise stakeholders.
- **Acted as a Subject Matter Expert (SME)** at global industry conferences and authored technical thought-leadership content to drive brand authority.

2000 – 2012

Additional Professional Experience

Technical Operations & Customer Success Leadership

- **Consilium1 | Director of Operations & Technical Trainer**: Scaled the division to 30 employees and **\$6M in annual revenue**; delivered enterprise technical training for VMware, Apache, and Linux environments.
- **Strobe Inc. | Director of Customer Services & Project Manager**: Architected the initial Customer Success and Professional Services departments; managed high-level application development using **SproutCore (Ember.js)**.
- **Alfresco | Technical Project Manager & Escalations Manager**: Directed global IT initiatives, including a high-traffic partner portal that generated **\$100k in annual savings**; established standardized project scoping templates and the corporate escalation management framework.

Engineering & Systems Foundations

- **Vignette | Senior Support Engineer**: Awarded "Engineer of the Year" (2006) and three-time "Engineer of the Quarter" for excellence in automated testing and virtualized support environments (VMware).
- **Tonic Software | IT Technical Project Manager & Sysadmin**: Designed and executed automated test plans (Python/Java) and deployed high-availability (HA) Linux clustering and secure VPN infrastructures.

CORE EXPERTISE

Kubernetes / Docker

Cloud Providers

Azure, AWS, GCP, VMWare

DISA STIGs

Linux, Docker, Postgres, Azure

DevSecOps

ACAS, MS Defender

Infrastructure as Code

Terraform, Ansible, Bash, Terragrunt, Vault

CERTIFICATIONS

- CompTIA Security+ CE

- Active DoD Secret Security Clearance

EDUCATION

Computer Science

Principia College