

Daniel Smith

Technology Executive | Digital Transformation | Automation & AI Strategy
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Executive Overview

Innovative technology executive with over 20 years of experience leading IT, engineering, and operations teams across global enterprises. Expert in driving digital transformation, automation, and AI strategy to deliver measurable business value, enhance security, and optimize costs. Recognized for aligning technology with organizational goals and building high-performing teams that foster innovation and continuous improvement.

"I believe in empowering people through technology—removing friction, automating what doesn't need human touch, and focusing energy where it creates real value."

Key Achievements

Digital Transformation & Automation

- Automated onboarding, offboarding, and auditing at IronCircle using Ansible, reducing manual workload by 50%+ and cutting ticket volume by 36%.
- Implemented MACH architecture, improving scalability and performance while reducing license costs by \$800K annually.
- Deployed AI-powered ticket ingestion and guided resolutions using OpenAI, Gemini, and Anthropic models.

AI & Innovation Leadership

- Partnered with the CTO of ChatSesame to co-develop an AI IT Support Agent integrating multi-model AI with Atlassian and Slack.
- Deployed Tier 0 AI Agents for autonomous incident resolution, improving SLA compliance and operational uptime.

Security, Governance & Compliance

- Developed and deployed Zero Trust and RBAC frameworks improving SOC II and HITRUST alignment.
- Automated SOX audit controls, password/token rotations, and lifecycle management across enterprise systems.

Leadership & Culture

- Built global teams achieving 4.98/5 NPS satisfaction scores.
- Introduced cross-training and certification tiers to drive retention and growth.

Career Impact

Head of Information Technology — IronCircle (2022–Present)

Leading AI adoption and automation strategy across the enterprise, achieving measurable cost savings, scalability, and compliance maturity.

Director of Engineering Operations — Deft (2020–2022)

Re-engineered operations, implemented an automation-first culture, and turned IT into a strategic enabler and revenue generator.

Senior Manager, Enterprise Operations — KAR Global (2019–2020)

Delivered \$600K in cost savings by automating event management and implementing predictive monitoring systems.

Senior IT Operations Manager — NetEnrich (2015–2019)

Led 37 engineers managing multi-tenant IaaS, SaaS, and PaaS. Implemented predictive analytics achieving 80% outage and 95% hardware failure prediction accuracy, reducing alert noise by 50%.

Regional IT Strategy & Delivery Manager — Rolls-Royce (2007–2015)

Delivered \$14M annual savings through infrastructure modernization and agile transformation across the Americas.

Core Strengths

Digital Transformation • AI & Automation Strategy • Cloud Architecture • IT Governance & Security (SOC II, HITRUST, SOX) • Operational Excellence • Predictive Analytics • Team Leadership & Development

Education & Certifications

Rolls-Royce Six Sigma Green Belt • CISSP Training • Agile Scrum Master • Splunk & AppDynamics Certified