

# Gus Feliciano

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## Skills

- AWS Certified Solutions Architect
- Certified Scrum Master - CSM
- AWS Certified Cloud Practitioner
- CapEx & OpEx
- ISC2 Certified in Cybersecurity
- Jira Administration
- English/Spanish Native Proficiency
- Agile/Scrum Coaching

## Work History

### **Technical Program Manager, LTK (formerly RewardStyle)** *04/2023 to 06/2024*

- Automated CapEx reporting from Jira, reducing processing time from 2 weeks to 2 hours, and implemented weekly audits across engineering teams.
- Led the launch of a social verification tool for new applicants, enabling them to authenticate with Meta and TikTok, reducing approval delays from 1 week to 15 min and improving the onboarding process.
- Led the launch of our social media integration that allowed over 165,000 creators (influencers), authentication and integration solutions to seamlessly upload media between our app and platforms such as Facebook and Instagram.
- Led Agile/Scrum methodology adoption for engineering teams, improving team efficiency and collaboration through trainings and documentation.
- Developed JQL and Google Sheets tools for Engineering Managers, enhancing data-driven decision-making and team performance tracking.
- Collaborated with the revenue management team to migrate data streams from SQS queues to a scalable and modern Kafka streaming service, ensuring efficient and reliable data processing.
- Streamlined Jira onboarding and usage across teams, ensuring adherence to custom schemas and workflows.
- Implemented Jira service management solutions for finance/accounting, reducing ticket processing time and improving operational efficiency.

### **Senior Operations Manager, KIPP Truth Campus** *07/2021 to 04/2023*

- Managed \$6.5 million annual budget, including staffing, vendors and technology while maintaining full compliance with state and federal guidelines
- Created and implemented new processes that reduced student re-enrollment from 8 weeks down to 2 weeks without adding cost when sued for 1,000 students per year
- Designed new technical enrollment system that is compliant with all state guidelines that reduced charter school enrollment from 15 weeks to 3.5 weeks
- Responsible for large CapEx and OpEx measures and management of direct reports
- Addressed and resolved technical, financial and operational concerns by working with team members and directors
- Audited and submitted state and federal compliance reports for school funding

### **Assistant Principal of Operations, KIPP Truth Academy** *07/2017 to 07/2021*

- Introduced agile process refinement across a variety of delivery mechanism, including technical, people, and physical process managements to drive incremental improvements

- Managed vendor relationships including collaboration with legal and ensuring compliance
- Led cross-functional efforts to optimize student experience, staff experience and tooling

**School Operations Manager, KIPP Truth Academy**

*07/2014 to 07/2017*

- Responsible for complete campus operations including management of front staff, systems and students enrollment and re-enrollment
- Established positive and effective communication among unit staff and organization leadership, reducing miscommunications and missed deadlines
- Advanced productivity KPIs by leading trainings on procedures and safety practices

**IT Specialist I, UTA Help Desk**

*04/2013 to 07/2014*

- Maintained standard SLAs to mitigate escalation of incidents while working as a first point of contact for students and faculty
- Documented solutions to minimize risk of repeated incidents and develop a runbook
- Interpreted clients' needs and introduced services to fit specific requirements

**Education**

Texas Christian University – Fort Worth, TX

**Bachelor of Arts:** Political Science and Economics

**Certifications**

- AWS Certified Solutions Architect
- AWS Certified Cloud Practitioner