Joshua J. Middagh

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Executive Profile

Strategic technology leader with 25+ years of experience driving enterprise-scale data, analytics, and software initiatives across regulated industries. Expert in Scaled Agile (SAFe), project/program management, and data governance with a proven record of leading cross-functional teams, scaling technical program management offices, and delivering mission-critical software platforms. Recognized for bridging technology and business strategies, accelerating execution, and building high-performing teams that deliver measurable impact.

Certifications: SAFe Agilist, Google Project Management, Google Data Analytics

Core Competencies

Technical Program Management Leadership, SAFe & Agile Delivery Frameworks, Data & Analytics Platform Modernization, Risk Management & Governance, Strategic Planning & Roadmapping, Scalable Process/Framework Design, AI/ML Model Development Oversight, Enterprise Data Protection & Privacy

Director of IT – Enterprise Data & Analytics

USAA – Phoenix, AZ | 2024 – Present

- Mentored senior program and project managers, growing organizational capability in agile scaling, proactive risk management, and disciplined execution; resulted in 20% increase in on-time delivery of high-visibility programs.
- Partnered with product and engineering leaders to align software execution strategy with enterprise risk appetite, ensuring high-availability deployments and regulatory compliance while enabling faster adoption of AI-driven analytics capabilities.
- Oversaw $15M+ portfolio spanning data protection (Protegrity), information governance (IBM IGC/IA), and AI/ML model risk validation pipelines; established standardized execution playbooks, reducing program overlap and accelerating delivery timelines by 30%.
- Championed adoption of Scaled Agile (SAFe) practices across 50+ programs and 400+ engineers, embedding PI planning, release train coordination, and Lean portfolio governance; improved delivery velocity by 18% and predictability of release cycles by 25%.
- Built multi-line of business horizontal planning frameworks that synchronized technology strategy with enterprise priorities across 7 business units, cutting delivery conflicts by 30% and accelerating time-to-market for cross-platform initiatives.
- Directed modernization of enterprise-wide data and analytics platforms (serving 10M+ members and $150B+ in assets), integrating cloud-native architectures, Protegrity tokenization, and IBM IGC/IA governance frameworks; improved system availability by 22% and reduced compliance audit findings by 40%.

Senior Manager – IT Strategy & Risk

USAA – Phoenix, AZ | 2021-2024

- Delivered multi-year program roadmaps balancing $25M in strategic initiatives with software execution capacity; improved portfolio prioritization accuracy and reduced cost overruns by 15%.
- Directed enterprise-wide program audits on data privacy, cybersecurity, and resilience involving 200+ systems; drove remediation plans that reduced critical vulnerabilities by 45%.
- Established AI/ML risk management playbooks aligned with governance mandates; enabled safe scaling of 25+ advanced analytics models into production, reducing model approval cycle time by 35%.
- Defined IT risk and governance frameworks embedding 100+ compliance controls across software development lifecycles; ensured adherence to FFIEC, OCC, and SR 11-7/21-7 standards for AI/ML models.

Technical Lead – Data & Analytics Programs

USAA – Phoenix, AZ | 2019 – 2021

- Led cross-functional teams of 60+ engineers and analysts in AWS cloud migration, data architecture redesign, and reporting modernization; reduced infrastructure costs by $5M annually through optimized resource utilization.
- Introduced agile program structures to manage complex data modernization projects (cloud migration, data lakes, and real-time reporting); cut delivery timelines by 25% while improving quality of deliverables.
- Launched enterprise analytics Center of Excellence (COE), scaling advanced analytics adoption across 5 business lines; increased analytics-driven decision-making adoption rate by 40%.

Senior Database Administrator

Cox Communications – Phoenix, AZ | 2011 – 2018

- Led SQL Server and Oracle database development/administration supporting enterprise-scale telecom platforms serving **6M+ customers**; ensured high availability, scalability, and compliance with SOX and PCI DSS requirements.
- Designed and implemented **ETL pipelines and data integration workflows** enabling near real-time analytics across sales, billing, and customer service systems.
- Partnered with software engineering and DevOps teams to optimize application performance, improving query efficiency by **30%** and reducing downtime incidents by **40%**.
- Applied **Agile and SAFe practices** to coordinate database and application releases, integrating CI/CD pipelines to accelerate software deployment.

Senior Business Analyst

Cox Communications – Phoenix, AZ | 2006 – 2011

- Gathered requirements and defined technical specifications for **enterprise application development** across CRM, billing, and network management platforms.
- Acted as liaison between business stakeholders and engineering teams, ensuring software requirements were captured, prioritized, and delivered on time.
- Introduced **structured SDLC practices** and early Agile adoption, which reduced requirement change churn by **20%** and improved project delivery predictability.

Supervisor Quality Department

Cox Communications – Phoenix, AZ | 2002 – 2006

- Directed two QA teams (18 staff) responsible for **voice services quality assurance and work order audits**, improving customer satisfaction scores by **15% year-over-year**.
- Established **process frameworks and performance metrics** to ensure consistency and regulatory adherence across operations.
- Partnered with IT and engineering leaders to implement **workflow automation**, reducing manual audit effort by **25%.**

Education

M.S., Data Science (AI/ML concentration) – Eastern University (2024)
B.S., Computer Science and Information Technology Management – Northern Arizona University (2016)

Select Achievements & Impact

- Regularly presented to C-level executives and regulators, providing transparency into timelines, risks, and outcomes for mission-critical programs impacting 10M+ members and $150B+ AUM.
- Built multi-dimensional AI risk certification framework (patent pending), positioning the enterprise for trustworthy AI adoption across various industries.
- Designed enterprise data protection strategy ensuring compliance with GDPR, CCPA, and financial regulatory mandates across 200+ data assets; eliminated 90% of legacy unprotected data exposure.
- Led transformation of program execution strategy, integrating SAFe practices into software engineering workflows for 50+ programs; improved visibility, predictability, and quality of releases by 25%.