

SUMMARY

As a technology leader with 17+ years of experience, I combine a passion for innovation with deep expertise in data-driven solutions and strategic program management. With an engineering foundation and strong analytical and creative problem-solving skills, I have led high-impact digital transformations from architecting a billion-dollar SaaS billing system to modernizing technology for a 500 person organization. I excel at managing distributed and offshore teams, streamlining operations, and aligning technology strategy with business goals to drive measurable growth. My hands-on, results-oriented leadership style fosters a culture of innovation, collaboration, and operational excellence.

EXPERIENCE

Delivery Manager | Techtorch

May 2024 – Present | Boston, MA

- Directed technology transformations for PE-backed SaaS companies (500+ employees), improving data integrity, accelerating reporting cycles, and providing board-level visibility into ARR, renewals, and operational KPIs.
- Led data migration remediation for a billion-dollar SaaS company, identifying missed billings, consolidating duplicate subscriptions, correcting invalid pricing, and improving governance to support strong data quality ongoing.
- Managed multi-country offshore teams in the development of data warehouses, coaching engineers to understand the “why” behind their work and approach problems holistically, driving higher quality output and increased efficiency.
- Designed and implemented a scalable, repeatable system to identify and de-duplicate Salesforce accounts, executing a phased rollout with clear communication to minimize risk and proactively manage impacts to key metrics.
- Developed an AI-powered contract intelligence tool that transforms unstructured PDFs into structured contract terms to validate subscription and billing data, uncovering revenue leakage across multiple clients.

Principal Technology Consultant | Mansperger Makings

July 2023 – May 2024 | Boston, MA

- Acted as a fractional CTO for multiple clients, providing end-to-end technology strategy and operational leadership to drive growth, efficiency, and customer impact.
- Guided startups on product-market fit and technology feasibility, while advising established organizations on scaling operations and improving customer experience.
- Conducted enterprise-wide security assessments, improved configuration of core systems, and implemented targeted training programs, materially improving the security posture of a 30,000+ staffing organization.
- Designed and implemented core systems and cross-platform integrations for five organizations, standardizing processes, enhancing reporting, and saving hundreds of hours annually.
- Developed an AI-driven solution that analyzes public data to uncover strategic opportunities and flag potential risks for a top-tier international client.

Chief Technology Officer | Boston Public Library

March 2019 – June 2023 | Boston, MA

- Directed technology strategy and operations for 500 staff across 27 locations, led the IT department’s 5 managers, 20 IT staff, and an annual budget of \$5M, enhancing service delivery to the organization’s 4 million+ customers.
- Crafted and executed a forward-thinking technology strategy, enhancing both staff efficiency and customer service, and repositioning the IT department as a key business partner.
- Managed high priority, cross-functional initiatives from planning and alignment through implementation.
 - Led the transition to remote work for over 500 staff during COVID-19 by procuring, architecting, and rolling out new systems and processes to ensure work continuity and long-term efficiencies.

Kurt Mansperger

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Boston, MA



- Secured \$3.4M in federal funding and championed an effort to bridge the digital divide by deploying 6,200 computers and 3,000 routers in partnership with the Boston Housing Authority to reach those most in need.
- Led the recovery, communications, and security hardening effort in partnership with Microsoft DART and federal intelligence agencies following a ransomware attack.
- Identified and rectified wasteful processes across the Boston Public Library. Led the development of solutions that resulted in 100s of hours saved monthly while supporting more data-based decision making.
 - Led the development and rollout of an analytics platform (PowerBI via Azure Data Factory) saving 1,500+ hours of data collection and processing annually, and improving accuracy and visibility, which resulted in clearer performance metrics and fostered a culture of strategic decision-making across the organization.
 - Designed and led the implementation of shift filling app to save supervisors ~30 hours a week while providing the structure to abide by union agreements (AirTable, Twilio, Single Page Next.js app).
 - Built a model driven application to improve social worker data collection and analysis, which provided a more holistic view of patron interactions and better metrics for funding reports and planning (MS Power Platform).
- Revitalized team dynamics by instilling a culture of empathy, accountability, results, and operational excellence, reducing meeting time by ~400-hours annually and boosting productivity and engagement.

Co-Founder & Chief Operating Officer | First Step Coding

Nov 2016 – Mar 2019 | Boston, MA

- Bootstrapped an educational startup to \$400k+ in annual revenue while providing over 500 students with the core foundational skills needed for transitioning to a successful career in tech.
- Forged new partnerships with leading bootcamps, mentored students through career decisions, and taught 15+ cohorts for both our introductory coding & data analytics courses.
- Sourced, trained, and managed exceptional instructors and TAs to support courses across 4 cities and online while maintaining an overall NPS score above 76.
- Refined and automated core parts of the curriculum and business operations to improve the customer experience and provide alternate learning methods to best suit student needs while minimizing operational overhead.

Senior Project Manager & Solution Architect | Intevity (formerly Twin Technologies)

May 2013 – May 2017 | Boston, MA

- Managed agile development teams, led requirements gathering, and owned strategic stakeholder relationships on custom development projects worth over \$1.5M annually (financial services, technology, retail, startup industries).
- Architected the overhaul of a \$1B+ SaaS conglomerate's billing system post-acquisition, enhancing system scalability, agility, and flexibility, generating over \$10M in annual revenue growth, reducing technical debt, and supporting strategic growth, all while improving operational efficiency and customer satisfaction.
- Developed a dashboard for improved visibility into the KPIs and forecast projections of projects across the company.
- Launched regular 'lunch and learn' sessions to increase collaboration and knowledge sharing across the organization.

Senior Technology Consultant | Deloitte Consulting

June 2007 – May 2013 | Boston, MA

- Managed up to 8-person development teams and led requirements gathering in the implementation of state-wide eligibility systems (Medicaid, Unemployment, Nutritional Assistance, etc.) for various states.
- Led the development of an automated regression test suite, saving 400+ hours annually and elevating software quality.
- Created a new pricing strategy and tracking model for a network of hospitals, increasing annual profitability by \$3.2M.
- Delivered dynamic productivity and design classes, enhancing the abilities of over 200 consultants across firm.
- Advanced from Summer Scholar to Business Technology Analyst to Consultant to Senior Consultant.

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Boston, MA



EDUCATION

Bachelor of Science, Computer Engineering – University of Maryland, College Park

- Institute of Electrical and Electronic Engineers (IEEE) & Solar Decathlon (Smart Home Team)

Bachelor of Science, Finance – University of Maryland, College Park

- QUEST Honors Program (Six Sigma Fundamentals), Hinman CEOs (Center for Entrepreneurship)

CERTIFICATIONS

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| ▪ Leanstack Continuous Innovation Coach | ▪ Agile Scrum Master |
| ▪ Inquiry Method Life Coach | ▪ ITIL Fundamentals |

PERSONAL ACCOMPLISHMENTS

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| ▪ Created memorable culinary experiences | ▪ Reclaimed wood and gave it a new life |
| ▪ Refined negotiation tactics with my kindergartner | ▪ Biked across New England |
| ▪ Transformed a 1930's cottage into a home | ▪ Sailed our home from New York to Boston |