

## SUMMARY

---

With 15 years of experience, I am a technology leader with program management expertise and a proven track record of leveraging technology to enhance operational efficiency. Skilled in both analytical and creative approaches, I have led transformative projects ranging from architecting a billing system for a billion-dollar SaaS company to modernizing technology for a 500-person organization. My expertise in developing technology strategies and leading cross-functional teams enables me to drive significant improvements and continuous growth within forward-thinking organizations.

## EXPERIENCE

---

### Principal Technology Consultant | Mansperger Makings

July 2023 – Present | Boston, MA

- Established and grew consulting practice to solve clients' critical problems by driving technology strategy and operational excellence for diverse clients in the public and private sectors.
- Advised 40+ startups in the US and abroad on product-market fit, lean business model and technology feasibility.
- Architected and implemented core system configurations and integrations to streamline business operations and maximize customer experience while maintaining security for five organizations.
- Completed security assessment and trainings to improve security posture for campaign organization with 30,000+ staff.

### Chief Technology Officer | Boston Public Library

March 2019 – June 2023 | Boston, MA

- Drove 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.
- Established and implemented a new vision and strategic technology plan to improve staff and customer/patron impact while redefining the role of the IT department as business partners.
- Led 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. Improved collaboration while reducing annual costs by \$50,000 and saving 160,000+ staff hours.
  - Secured \$3.4M in federal funding and championed an effort to bridge the digital divide by deploying 6,200 computers and 3,000 LTE routers through a 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 ransomware attack.
- Identified wasteful processes across the Boston Public Library and led teams to design technology solutions resulting 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 significantly 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 – holistic patron interactions and better metrics for funding reports and planning (MS Power Platform).
- Revitalized the team by fostering empathetic leadership focused on accountability, results, and operational excellence and supporting new managers' growth, which saved ~400 hours annually by optimizing meetings and priorities and shifting the team's culture towards enhanced productivity and engagement.

# Kurt Mansperger

845-797-0506



@kurtmansperger



[kurt.mansperger@gmail.com](mailto:kurt.mansperger@gmail.com)



Boston, MA



## Co-Founder & Chief Operating Officer | First Step Coding

Nov 2016 – Mar 2019 | Boston, MA

- Bootstrapped 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 in 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 (fka 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, 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 projects.

## 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 numerous state-wide eligibility systems (Medicaid, Unemployment, Nutritional Assistance, etc.) for various states.
- Led development of 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.

## 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

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

## PERSONAL ACCOMPLISHMENTS

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