Kurt Mansperger

845-797-0506 📞
@kurtmansperger in
kurt.mansperger@gmail.com ✉
Boston, MA ◎

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.

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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