

## SUMMARY

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As a technology leader with over 15 years of experience, I blend a passion for innovation with proven expertise in strategic program management. Rooted in my background as an engineer with strong analytical and creative problem-solving skills, I have led transformative initiatives such as architecting a billing system for a billion-dollar SaaS company and modernizing technology for a 500-person organization. Beyond technology strategy and solution architecture, my leadership fosters a culture of continuous learning and operational excellence. I excel in solving critical organizational challenges by aligning technology solutions with business objectives, driving sustainable growth within forward-thinking environments.

## EXPERIENCE

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### Principal Technology Consultant | Mansperger Makings

July 2023 – Present | Boston, MA

- Founded and scaled a consulting practice, driving technology strategy and operational excellence to solve a diverse range of critical issues for clients across multiple industries.
- Provided strategic advice to over 40 startups domestically and internationally, guiding them on achieving product-market fit, adopting a lean business model, and assessing technology feasibility.
- Architected and implemented core system configurations and integrations for five organizations, enhancing business operations, customer experience, and maintaining robust security protocols.
- Led comprehensive security assessments and developed targeted training programs, significantly strengthening the security posture of a campaign organization with over 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.
- 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.
- 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 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 ransomware attack.
- Identified wasteful processes across the Boston Public Library and 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.

# Kurt Mansperger

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Boston, MA



## 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, 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 numerous 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.

## 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 my toddler
- Transformed a 1930's cottage into a home
- Reclaimed wood and gave it a new life
- Biked across New England
- Sailed our home from New York to Boston