

# Miroslav Ladan

33 Skahan Rd.  
Belmont MA, 02478

Mobile: 857-331-0763  
Email: [miroslav@collibriconsulting.com](mailto:miroslav@collibriconsulting.com)

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## SUMMARY

I am an experienced IT Leader with extensive experience in supporting critical ERP systems for the premier US university. I have managed release engineering group for many years and as of recently DevOps Engineering initiative for the Harvard enterprise applications.

My IT goals are always driven by organization's business goals. I set vision and strategy and build teams to implement it, by fostering a positive and productive team dynamics. I use modern trends in technology, like AGILE methodology, to achieve the goals efficiently. I facilitate positive and productive team dynamics. I talk about technology without overuse of tech jargon and in words understandable to the non-tech community.

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## EXPERIENCE

***Director of DevOps / Site Reliability Engineering, Boston, MA***  
*2017 - Present*

Managing a team of Site Reliability Engineers (DevOps Engineers) in support of a significant McGraw Hill portfolio of applications including LearnSmart Technologies, Access Manager, Analytics and Reporting

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## EDUCATION

University of Sarajevo, Bosnia —  
Linguistics

Boston University, Boston MA —  
Web Applications Developer  
(Java/Oracle, .NET)

Harvard Extension School,  
Cambridge MA ---  
A number of Computer Science  
Courses, including Java, Data  
Structures and Algorithms, Perl  
Programming, Modern  
Techniques in Web Development

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## SKILLS

- DevOps management
- Release management & engineering
- Software development management
- Project management
- Agile: Scrum & Kanban
- Java/Oracle web application



***Manager of Release Engineering & DevOps,  
Harvard University, Cambridge, MA  
2012 - 2017***

Managed a team of Release Managers, Developers, and DevOps Engineers. The team's focus is to manage all changes (infrastructure, application code) for Harvard's mission-critical enterprise applications. The team manages around 160 releases a year for the following applications:

- Financial System - Oracle eBusiness Suite
- HR, Payroll, Benefits, Performance Management, Absence Management - PeopleSoft HCM
- A suite of alumni affairs and fundraising systems - Advance, Alumni Portal, SmartCall...
- Data Warehouse and Business Intelligence - HDW, OBIEE, QlikView
- Sponsored Research Systems - Grants Management, ECRT...
- Managed a team of 5+ members

**Accomplishments**

- Set strategy and vision for release management and engineering group for Harvard Enterprise Applications
- Designed and implemented release workflow used by 250 developers and business analysts
- Built risk management checkpoints into our release process
- Increased the number of releases from 50 to 160 without increasing the team by constantly evaluating our process and workflow and harvesting hidden efficiencies
- Designed and implemented automated application code deployment pipeline
- Provided full range of product management services for ServiceNow (Release, Configuration, Incident, Change)
- Chair of DevOps Engineering Community of Practice (50+ members)
- Involved in major disaster recovery initiatives for enterprise applications
- Made sure that staff is trained both for current needs and

development

- All relevant web technologies (HTML, CSS, JavaScript, PHP)
- Fluent in Croatian (Serbian/Bosnian), working knowledge of Spanish

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**REFERENCES**

Available upon request



for future technology trends

***Release Manager, Harvard University***  
**Cambridge, MA — 2006 - 2012**

After developing applications for 5 years, I moved up to enterprise release management, which was both a big challenge and a growth opportunity. Managed and synchronized work of tens of people in any given release, in a highly matrixed organizational setting.

**Accomplishments**

- Successfully managed numerous releases for the following systems:
  - PeopleSoft HRMS
  - Harvard Data Warehouse
  - Harvard Business Intelligence applications
  - Sponsored Research applications
- Brought many improvements to the release process

***Senior Software Engineer, Harvard University***  
**Cambridge, MA — 2001 - 2006**

I developed complex, user-friendly Java/Oracle web applications with credit card processing, encryption, content management components.

**Accomplishments**

- All development for Harvard's employee portal HARVie
- End to end development of Harvard's Outings & Innings web application for purchases of discounted tickets for employees and retirees
- Developed a large number of simpler web applications using PHP or Java with MySQL or Oracle and a number of web technologies (HTML, CSS, JavaScript)

***Accounting Manager, Victory Programs***  
**Boston, MA — 1997 - 2001**

I managed a team of accountants for a medium-sized non-profit organization with wonderful mission.



**Accomplishments**

- Management of the organization's budgeting process (3-5 million)
- Responsible for Account Payable, Accounts Receivable, Asset Management, and General Ledger
- Accounts audited annually external auditors
- Managed a team of 5

