Christina Beltane

Chief of Staff & Strategic Operations Leader

Sunnyvale, CA | 703-201-8828 | Christina.Beltane@gmail.com

LinkedIn Profile | Portfolio

A results-oriented senior leader with over 15 years of experience acting as a strategic partner and "force multiplier" for senior executives in hyper-growth and enterprise technology environments. Proven track record of translating high-level vision into execution by building operational frameworks, driving critical business initiatives, and fostering a culture of accountability and excellence. Adept at bridging the gap between technical and business organizations, mentoring senior leadership, and delivering measurable impact on a global scale. My career spans mission-critical infrastructure operations, large-scale cloud FinOps, and executive-level business management.

Core Competencies & Skills

- **Strategic & Business Planning:** Rhythm of Business (ROB), OKR Development & C-Level Alignment, Headcount & Budget Planning, Executive Communications & Reporting.
- **Operational Excellence:** Process Architecture (ITIL), Cross-Functional Program Leadership, Change Management, Program & Portfolio Management (PMP Certified).
- **Executive Partnership:** Trusted Advising, Mentoring & Coaching (VP/Director Level), Stakeholder Management, C-Level & VP-Level Collaboration.
- **Technical & Financial Acumen:** Cloud FinOps (AWS), Capacity Planning, Infrastructure Optimization, Data Analysis (SQL/AWS Athena), Product & Customer Operations.
- **Tools:** Jira, Confluence, Tableau, Mode, Google Workspace, Microsoft Office Suite, CA Unicenter.

Recent Professional Development & Certifications (2024 - Present)

- **Project Management Professional (PMP)** | Project Management Institute | 2024
  - *Achieved PMP certification through rigorous self-study, demonstrating mastery of project management principles.*
- **Google Professional Certificates** | Coursera | 2024-2025
  - *Completed certificates in Project Management and AI Essentials, deepening expertise in Agile methodologies, risk management, stakeholder engagement, and foundational AI concepts.*
- **GitHub Portfolio Development** | Self-Directed | 2025
  - *Architected and built a public portfolio showcasing real-world SQL analysis for cloud costs, comprehensive project management templates, and technical guides, demonstrating proficiency with Git, GitHub, and Markdown.* (View Portfolio)
- **Continuous Learning:** Actively engaged in job searching, interview preparation, and self-study to maintain and enhance technical and strategic program management

skills.

Professional Experience

VMware | Palo Alto, CA
Program Manager - VMC Customer & Product Operations Manager | June 2021 – February 2024
Functioned as the Chief of Staff for the VP of Product for the VMware Cloud (VMC) business unit, responsible for all "run-of-business" operations, strategic planning, and executive enablement for a 2000-person global organization.

- **Drove VMC Business Cadence & Strategy:** Owned the entire operational rhythm for the 2000-person VMC business unit, including budget planning, headcount tracking, and creation of monthly progress reports and yearly vision documents **for the VP of Product**. Directly managed OKR reporting alignment **up to the CEO level.**
- **Acted as a Trusted Advisor & Coach:** Coached and mentored VMC leadership (VPs, Directors) on effective employee coaching, OKR frameworks, team building, and unified communication strategies, directly improving organizational health and alignment.
- **Led Strategic Organizational Change:** Established a "Change Agent Network" (CAN) to foster a culture of honest feedback and collaborative change, significantly improving cross-functional communication and process efficiency across the 2000-person org.
- **Owned Key Customer & Product Programs:** Architected and led the strategic customer feedback program (VMC CTAB), achieving a **perfect 100 NPS score** and creating a direct, high-value pipeline between top customers and product leadership. Drove a 66% YoY increase in attendance.
- **Managed Operations Team:** Led a team of three responsible for DEI initiatives, event planning, knowledge base processes, budgeting, billing operations automation, and ensuring 100% training compliance for 2000+ employees.

DoorDash | Mountain View, CA
Program Manager - Capacity Planning Manager | March 2020 – March 2021
Brought in as a strategic leader to build the company's first real view into their rapidly growing cloud spend and infrastructure utilization during a period of hyper-growth.

- **Delivered Immediate, High-Impact Financial Results:** Drove **$1.8M/month in immediate savings**, putting the company on a **$21.6M annualized savings run-rate** within the first 60 days by conducting deep data analysis (SQL/AWS Athena) and leading a rapid-response FinOps program (EDP renegotiation, waste elimination).
- **Built Foundational Operational Frameworks:** Architected and spearheaded the cross-functional program to tag all AWS resources, creating the foundational data layer for cost allocation, accountability, and enabling a **15-point reduction** in the AWS EDP rate. Developed automated dashboards for real-time cost visibility.

Twitch | San Francisco, CA
Program Manager - Capacity Planning Manager | July 2015 – July 2019
Recruited to build the company's first-ever proactive capacity planning and FinOps

frameworks from scratch, transforming a reactive, "funny money" culture into one of strategic, data-driven infrastructure management post-acquisition.

- **Drove Massive Strategic Savings:** Architected and led the AWS cost optimization program, delivering a total of **$48M in quantified cloud savings** over three years.
- **Ensured Mission-Critical Reliability:** Developed advanced, event-based forecasting models that eliminated all capacity-related outages for massive global events (e.g., Prime Day) with over **3.5M concurrent users**, ensuring **99.999% platform uptime**.
- **Built & Led Foundational Team:** Established the company's first Capacity Planning function, defining SLAs, OLAs, KPIs, and the operational cadence for infrastructure reliability and efficiency. Acted as primary liaison to C-level staff, Finance, and AWS.

Leeo, Inc. | Palo Alto, CA
Engineering Program Manager & Software Release Manager | January 2014 – June 2015
Led program management for the software engineering org at an early-stage consumer IoT startup.

- **Built the Release Pipeline from Scratch:** Designed, managed, and automated (Jenkins/Python) the end-to-end software release process for flagship iOS and Android apps, coordinating releases to QA, reviewing results, and having final approval.
- **Owned International Vendor & Team Management:** Managed the complete relationship (contract, onboarding, daily program management) with a remote development team in Poland, ensuring seamless integration. Drove technical innovation via an automated testing framework (Cucumber).

Self-Employed / Consultant & Student | Mountain View, CA
IT Consultant | October 2013 – January 2014
Provided sole-source IT consultation and hands-on support (network, desktop, server, database, applications) for early-stage startups (Robotex, Leeo) while attending an intensive web developer bootcamp (Coding Dojo).

Foundational Leadership & Technical Experience (2003 - 2013)

Built a strong foundation through progressively senior roles in US government contracting and civil service (GS-12/GS-13). Guaranteed **100% uptime** for mission-critical, high-security government networks (State Dept., DTRA). Led a 15-member global service desk, implementing **ITIL processes** to achieve a **>90% reduction** in ticket resolution times. Gained deep expertise in systems administration, network engineering, and operational process architecture. Received commendation from a Four-Star General for authoring IT SOPs for a major command relocation.

Education & Early Training

- **Coding Dojo** | Full Stack Web Development Bootcamp | 2013
- **Northern Virginia Community College** | AAS, Network Engineering & AAS, Network Administration | 2004

- **Project Management Institute** | Project Management Professional (PMP)® | 2024