

Christina Beltane

Chief of Staff & Strategic Operations Leader

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[LinkedIn Profile](#) | [Portfolio](#)

Summary

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 driving the operational cadence (ROB), leading 0-to-1 strategic initiatives from concept to execution, and building the cross-functional frameworks that create order from chaos. 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 & Alignment (up to C-Suite), Headcount & Budget Planning, Executive Communications & Reporting, Product Operations & GTM (Go-to-Market) Alignment.
- **Operational Excellence:** Process Design & Implementation (ITIL Frameworks), Cross-Functional Program Leadership, Change Management, Program & Portfolio Management (PMP Certified).
- **Executive Partnership:** Trusted Advising, Mentoring & Coaching (VP/Director Level), Stakeholder Management & Influence, C-Level & VP-Level Collaboration.
- **Technical & Financial Acumen:** Cloud FinOps (AWS Cost Optimization), Capacity Planning & Forecasting, Infrastructure Efficiency, Data Analysis & Insights (SQL/AWS Athena), Product & Customer Operations (NPS Improvement).
- **Tools:** Jira, Confluence, Tableau, Mode, Asana, Salesforce, 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 and analyzing foundational AI/ML industry trends.

- **GitHub Portfolio Development** | Self-Directed | 2025
 - Developed 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.
- **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 Chief of Staff for the VP, leading operations for the VMware Cloud (VMC) on AWS business unit – a key strategic initiative driving VMware's transition to SaaS/Hybrid Cloud by offering its core infrastructure software as a managed service on AWS public cloud. Role eliminated post-Broadcom acquisition.

- **Drove the Rhythm of Business (ROB):** Built the complete operational cadence for a 2000-person global org navigating a complex SaaS transition. Created essential frameworks for annual planning, budgeting, and executive reporting (CEO-level OKR alignment), introducing predictability where clear process was lacking.
- **Acted as Strategic Advisor & Leadership Coach:** Served as the VP's trusted partner, mentoring senior VMC leadership (VPs, Directors) on implementing data-driven OKR frameworks and effective coaching techniques to foster alignment across disparate teams and measurably improve organizational health.
- **Designed & Led Strategic Org Change (CAN):** Conceived and launched the Change Agent Network (CAN) initiative from concept to execution across the 2000-person org, creating a novel framework to proactively address communication bottlenecks and build a culture of transparent feedback, enabling smoother adoption of new processes.
- **Led Product & GTM Feedback Loops (CTAB):** Owned the strategic customer engagement program (Customer Technical Advisory Board) to synthesize customer feedback into actionable product insights. Collaborated on enhancements, built stronger relationships, and achieved a perfect 100 NPS score for VMC sessions.
- **Managed & Scaled Core Operations:** Led the team responsible for building and automating key operational functions including budgeting, billing processes, knowledge management, and compliance tracking to efficiently support the scale of a 2000+ employee organization.

DoorDash | Mountain View, CA

Program Manager - Capacity Planning Manager | March 2020 - March 2021

Recruited during peak pandemic-driven hyper-growth to solve runaway cloud costs. Stepped into

a chaotic environment with no cost visibility or accountability, tasked with building the company's first FinOps data frameworks from scratch.

- **Delivered \$21.6M Annualized Savings (First 60 Days):** Tackled runaway cloud spending by developing the company's first-ever cost visibility dashboards (SQL/AWS Athena), bringing critical order to chaotic billing data. Led a rapid-response FinOps program (waste elimination, EDP renegotiation), uncovering \$1.8M/month in immediate savings within 60 days.
- **Built Foundational FinOps Framework:** Created the essential data layer for cost allocation and accountability by designing and leading the cross-functional program to implement comprehensive AWS resource tagging. Provided the crucial visibility needed to secure significantly improved AWS EDP terms and drive ongoing optimization efforts.

Twitch | San Francisco, CA

Program Manager - Capacity Planning Manager | July 2015 - July 2019

Incubated Twitch's Inaugural FinOps Program (0-to-1): Recruited post-acquisition to solve chaotic, uncontrolled spending in a funny money culture. Tasked with building the company's entire capacity and FinOps function from the ground up in a massive-scale, high-growth environment.

- **Built Foundational FinOps Framework (0-to-1):** Transformed a chaotic, funny-money culture by building the inaugural FinOps program from scratch. Delivered a ~17% reduction (\$15M) in cloud spend in year one via new data models, processes, and cross-functional alignment (Eng, Finance, AWS), achieving sustained ~8-9% YoY savings (\$48M total over 3 years).
- **Engineered Reliability for Hyper-Scale Events (99.999% Uptime):** Created and implemented novel, event-based forecasting models where none previously existed. Established the operational rigor required to guarantee zero capacity-related outages during massive global events (e.g., Prime Day, CS:GO tournaments) with over 3.5M concurrent users, ensuring stability for critical revenue moments.
- **Established Twitch's First Capacity Planning Function:** Built the foundational Capacity Planning team and operational cadence from scratch, defining core SLAs, OLAs, and KPIs to introduce predictability and data-driven decision-making into infrastructure management; served as primary liaison to C-level staff, Finance, and AWS on capacity strategy.

Leeo, Inc. | Palo Alto, CA

Engineering Program Manager & Software Release Manager | January 2014 - June 2015

Brought in to create order from chaos at an early-stage IoT startup. Tasked with building the first-ever software release process and managing complex international, remote development teams.

- **Managed Software Launch & Release Cadence:** Designed and implemented the end-to-end product development lifecycle (PDLC) process for flagship iOS/Android apps, automating the release pipeline (Jenkins/Python) to improve quality and efficiency.
- **Owned International Vendor Management:** Successfully managed the complete relationship (contract, onboarding, daily execution) with a key remote development team in Poland, ensuring seamless integration.

Self-Employed / Consultant & Student | Mountain View, CA

IT Consultant | October 2013-January 2014

Bridged roles providing IT consulting (startups: Robotex, Leeo) while completing an intensive Full Stack Web Development bootcamp (Coding Dojo) to pivot towards software/program management

Foundational Leadership & Technical Experience (2003-2013)

Forged expertise in high-stakes US government contracting (progressing to GS-13). As **Service Desk Manager**, tackled excessive ticket resolution times (avg. >1.5 weeks) for a 15-member global team: analyzed performance metrics to diagnose bottlenecks, then designed and implemented a new ITIL-based operational framework, mentored the team through the change, and **slashed average resolution time >90% (to just 1 day)**, significantly improving support. Received commendation from a **Four-Star General (US Army, HQAMC)** for authoring IT SOPs vital to a major command relocation. Later guaranteed **100% uptime** for mission-critical, high-security networks (State Dept., DTRA) through expert systems administration (Windows Server, VMware), rigorous failover testing/planning, and developing robust operational procedures (SOPs). Effectively managed senior stakeholder (Generals, SES) communication.

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