

# Christina Beltane

## Chief of Staff & Strategic Operations Leader

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[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, Headcount & Budget Planning, Executive Communications & Reporting (C-Suite).
- **Operational Excellence:** Process Architecture (ITIL), Cross-Functional Leadership, Change Management, Program & Portfolio Management (PMP Certified, 2024).
- **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.

## Professional Experience

**VMware** | Palo Alto, CA

**Program Manager - VMC Customer & Product Operations Manager** | June 2021 – February 2024

(Role eliminated post-Broadcom acquisition)

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 (18% to 3%). Developed automated dashboards for real-time cost visibility.

**Twitch (Amazon)** | 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-Amazon 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.

**Leeco, 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).

**Robotex & Leeo** | Mountain View, CA

**IT Consultant (Self-Employed) & Coding Dojo Student** | October 2013 – January 2014

Provided sole-source IT consultation and hands-on support (network, desktop, server, database, applications) for early-stage startups while attending an intensive web developer bootcamp.

## Foundational Experience (2003 - 2013)

**Lockheed Martin (at Defense Threat Reduction Agency - DTRA)** | Ft. Belvoir, VA

**Senior System Administrator** | August 2012 – August 2013

Engineered and maintained highly secure, mission-critical infrastructure, guaranteeing 100% availability of a Top Secret missile network via a replicated failover site. Executed P2V server migrations (VMware) and implemented STIG compliance/patch management strategies.

**US Army (at Army Criminal Investigative Division - CID)** | Quantico, VA

**IT Specialist (SYSADMIN), GS-13** | January 2012 – August 2012

Led Windows 7 migration, managed global Verizon contract, created standardized system images, and provided 24/7 technical support.

**Siemens (at The State Department)** | Alexandria, VA

**System Administrator** | August 2011 – January 2012

Delivered 100% uptime for a mission-critical Secret network providing real-time video feeds from global US properties during wartime. Implemented STIG compliance and managed SolarWinds monitoring system migration.

**US Army (at Headquarters Army Materiel Command - HQAMC)** | Fort Belvoir, VA

**IT Specialist (SYSANALYSIS/PLCYPLN), GS-12** | November 2009 – July 2011

Provided strategic oversight for IT service delivery. Authored the official IT SOP for the BRAC relocation of HQAMC (received commendation from 4-Star General Ann E. Dunwoody). Stood up a knowledge management program including a change control process for the G6 directorate. Oversaw Lockheed Martin Service Desk contract compliance.

**Lockheed Martin (at HQAMC)** | Fort Belvoir, VA

**Service Desk Manager** | December 2006 – November 2009

Led and mentored a 15-member, 24/7 global service desk supporting thousands, including personnel in combat zones and VIPs (Generals, SES). Implemented ITIL-based processes, policies, and procedures, reducing average ticket resolution time by over 90% (1.5 weeks to

1 day). Managed workload distribution, training, performance, and conflict resolution. Collected and analyzed daily ticket metrics for leadership.

**Lockheed Martin (at HQAMC & Pentagon)** | Fort Belvoir, VA / Arlington, VA

**VTC Engineer, Systems Administrator, Web Designer** | July 2004 – December 2006

Ensured seamless VTC operations for 4-star generals and staff (including Chief of Air Force Reserve at the Pentagon). Handled VTC planning, training, troubleshooting, documentation, and facility certification. Administered global VTC infrastructure (including satellite comms). Maintained web portals (HTML, CSS, SQL, JavaScript).

**Net Tech Group (NTG)** | Location N/A

**Helpdesk Analyst** | December 2003 – July 2005

Provided Tier 1/2 technical support, triaging software/hardware issues via phone, email, and remote tools (CA Unicenter).

## Certifications & Education

- **Project Management Professional (PMP)** | Project Management Institute | 2024
- **Web Developer Bootcamp** | Coding Dojo, Mountain View, CA | 2013
- **Associate of Arts & Sciences (AAS), Network Engineering & Administration** | Northern Virginia Community College | 2004