

Christina Beltane

Sunnyvale, CA | 703-201-8828 | Christina.Beltane@gmail.com | [LinkedIn Profile](#)

Chief of Staff & Strategic Operations Leader

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.

Core Competencies & Skills

- **Strategic & Business Planning:** Rhythm of Business (ROB), OKR Development, Headcount & Budget Planning, Executive Communications & Reporting.
- **Operational Excellence:** Process Architecture, Cross-Functional Leadership, Change Management, Program & Portfolio Management (PMP Certified).
- **Executive Partnership:** Trusted Advising, Mentoring & Coaching, Stakeholder Management, C-Level & VP-Level Collaboration.
- **Technical & Financial Acumen:** Cloud FinOps, Capacity Planning, Data Analysis (SQL), Product & Customer Operations.

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 Executive Cadence & Strategy:** Owned the entire operational rhythm of the business, including budget planning, headcount tracking, and the creation of monthly progress reports and yearly vision documents for the CEO and C-suite.
- **Acted as a Trusted Advisor & Coach:** Coached and mentored VMC leadership (VPs, Directors) on effective employee coaching, team building, and unified communication strategies, directly improving organizational health and alignment.
- **Owned Key Customer & Product Programs:** 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.

DoorDash | Mountain View, CA

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

- Delivered **\$21.6M in annualized savings** within the first 60 days by architecting a data-driven FinOps initiative that identified and eliminated significant infrastructure waste.
- Built the foundational operational framework for financial accountability by spearheading the cross-functional program to tag all AWS resources, creating the first true visibility for engineering and finance.

Twitch | San Francisco, CA

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

- Drove **\$48M in quantified cloud savings** over three years by architecting and implementing the company's first FinOps and capacity planning frameworks from scratch.
- **Ensured Mission-Critical Reliability:** Developed advanced, event-based forecasting models that eliminated all spike-related capacity outages for events with over 3.5M concurrent users, ensuring 99.999% uptime for Twitch's most important revenue-generating moments.

Foundational Leadership & Technical Experience (2004-2013)

- **Mission-Critical Operations (Lockheed Martin & Siemens):** Guaranteed 100% uptime for Top Secret and Secret-level government networks through meticulous capacity planning, continuous 24/7 monitoring, and rigorous security compliance.
- **People & Process Leadership (Lockheed Martin):** Led a 15-member, 24/7 global service desk team, implementing ITIL-based processes that reduced average ticket resolution time by over 90% (from 1.5 weeks to 1 day). Received a letter of appreciation from a Four-Star General for authoring the official IT SOP for a major command relocation.

Certifications & Education

- Project Management Professional (PMP)
- Northern Virginia Community College | Associate of Arts & Sciences, Network Engineering & Administration