Christina Beltane

Chief of Staff & Strategic Operations Leader
Sunnyvale, CA | 703-201-8828 | Christina.Beltane@gmail.com
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 building operational frameworks from the ground up to create order from chaos, driving critical business initiatives, and fostering a culture of accountability. 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.
- **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 & Visibility), Capacity Planning & Forecasting, Infrastructure Efficiency, Data Analysis & Insights (SQL/AWS Athena), Product & Customer Operations (NPS Improvement).
- **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
  - ○ *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 of Product, VMware Cloud, leading operations for a 2000-person org; role eliminated post-Broadcom acquisition

- **Established & Drove VMC Business Cadence:** Stepped into a siloed organization and **built** the complete operational rhythm from the ground up for the 2000-person VMC unit. Created the essential systems and frameworks (e.g., meeting structures, reporting templates, planning processes) for budget planning, headcount tracking, and executive reporting (VP-level ownership, CEO-level OKR alignment), introducing predictability where clear process was previously 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.
- **Managed VMC's Strategic Customer Engagement (CTAB):** Owned the end-to-end VMC customer experience for the Customer Technical Advisory Board, including customer selection/invitations, agenda creation, executive briefings, and event logistics. Collaborated on program enhancements (e.g., 5-slide standard), building stronger customer relationships and achieving 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 to establish cost visibility and optimize cloud spend during hyper-growth

- **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
Recruited post-acquisition to build the first capacity planning & FinOps functions

- **Pioneered Twitch's First FinOps Program (~17% Initial Savings):** Transformed a post-acquisition "funny money" culture lacking cost controls by building the company's inaugural capacity planning and FinOps programs from the ground up. 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 structure to software development at an early-stage consumer IoT startup

- **Built Release Pipeline from Scratch:** Designed, implemented, and automated

(Jenkins/Python) the end-to-end software release process for flagship iOS/Android apps, significantly improving release efficiency and quality control.
- **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