

Technology & Engineering Executive

Strategic technology executive with 15+ years driving enterprise-scale digital transformations, AI innovation, and \$100M+ platform modernizations across global logistics, fintech, and emerging technology sectors.

Proven leader of global engineering, AI, analytics, and product organizations with expertise in architecting transformative digital platforms that accelerate business growth and operational excellence. Successfully bridged business strategy and technology execution to deliver scalable solutions with measurable ROI across fintech, logistics, supply chain, and wellness technology industries. Distinguished track record of building high-performance teams, pioneering AI-driven initiatives, and steering complex global programs from conception to market delivery. Recognized for transparent leadership style that builds trust, inspires innovation, and consistently accelerates time-to-market while maintaining technical excellence.

Areas of Expertise

- ◆ Enterprise Architecture & Systems Integration
- ◆ IT Infrastructure Modernization & Optimization
- ◆ Real-Time Data Platforms & Analytics
- ◆ AI-Powered Product Lifecycle Management
- ◆ Strategic Relationship Cultivation (Internal / External)
- ◆ Global Technology Operations Leadership
- ◆ Regulatory Compliance & Risk Mitigation
- ◆ Technology Innovation and Threat Mitigation
- ◆ Custom Software Engineering & Automation

Professional Experience

RRL Innovations, West Palm Beach, FL 2025 – Present  
Head Problem Solver & AI Optimizer

Advise executive stakeholders on strategic AI implementation to align advanced machine learning capabilities with long-term digital transformation and business scalability objectives. Engineer groundbreaking AI-powered digital health products and revolutionize the wellness technology landscape through intelligent automation and predictive analytics. Pioneer innovation through the convergence of behavioral insights, advanced data analytics, and emerging technologies to expedite go-to-market strategies and maximize enterprise value. Create technical architecture with strategic foresight to deliver user-centric solutions across multi-platform mobile ecosystems.

- Leveraging this period to develop new AI product prototypes, advise growing businesses on digital and AI strategy, and up-skill in the latest emerging technologies as I pursue my next C-suite role.
- Launched Vibe Life Coach, a cross-platform mobile app for iOS and Android, on the Apple App Store with in-app purchase subscriptions and full-stack architecture, delivering high-impact user experiences leveraging NRC Emotion Lexicon.
- Advise customers on optimized approaches to integrating AI/ML and associated tooling into new and existing business process.

Voyager Global Mobility, New York City, NY | Remote 2023 – 2025  
Chief Information & Technology Officer

Served as strategic technology executive with proven expertise directing AI-driven operational transformation and global scalability for private equity-backed enterprises in high-risk sectors including rideshare, fleet management, and fintech. Led technology vision and enterprise strategy while delivering enterprise-grade platforms, data intelligence solutions, and AI-driven tools that accelerated product development cycles, reduced operational and cybersecurity risk, and supported geographic expansion across North and Central America. Executed technology due diligence processes and supported private equity milestones for compliance and scalability, positioning companies for investor readiness.

- Improved system reliability to 90% through uptime metrics and incident reduction by implementing site reliability engineering (SRE) best practices and cloud-native observability tooling across enterprise infrastructure.
- Accelerated product delivery by 20% based on cycle time reduction and feature release velocity by leading a cross-functional product governance committee and aligning teams on unified roadmaps and KPIs.
- Achieved \$3M+ in annual cost savings through eliminated third-party licensing fees and operational expenses by architecting a proprietary telematics and analytics platform powered by in-house machine learning models.
- Reduced safety-related incidents by 30+% according to driver behavior analytics and insurance claims data by developing a machine learning-based driver safety program (DriveSmart) impacting 4,000+ drivers.
- Avoided 10+ sales hires via automated customer interaction volume and lead conversion improvements by engineering a GenAI sales chatbot integrated with WhatsApp and deployed on Google Cloud leveraging LangChain.
- Generated \$500K+ in recurring annual savings from reduced licensing costs and vendor rationalization by modernizing the enterprise technology stack across business units and consolidating legacy systems.
- Scaled global operations by 40% using team productivity metrics and delivery capacity improvements by directing a global team of 60+ professionals across engineering, data science, infrastructure, and support, including six direct reports in key leadership roles.

**Ecomhalo, West Palm Beach, FL**  
**Chief Product & Technology Officer**

**2021 – 2023**

Recruited to lead digital transformation for a family-backed B2B, B2C, and Direct-to-Consumer (DTC) supply chain startup, tasked with designing and scaling a digital-first 3PL platform tailored to high-growth retail and e-commerce clients. Constructed a market-ready SaaS logistics ecosystem from the ground up to balance aggressive go-to-market timelines with operational complexity and scalability requirements. Steered the unification of product strategy, platform architecture, and cross-functional team alignment to establish a foundation for long-term recurring revenue and enterprise-level integration.

- Drove \$5M in Annual Recurring Revenue (ARR) and supported a \$20M sales pipeline by directly engaging with customers to translate complex business needs into design and delivering multi-tenant scalable SaaS platforms.
- Secured a multi-million-dollar strategic contract with Walmart.com by delivering customized fulfillment technology ahead of peak retail season under compressed timelines.
- Launched a modular, enterprise-grade SaaS 3PL platform with real-time fulfillment capabilities by seamlessly integrating with Shopify, Amazon, and direct-to-consumer (DTC) retail channels.
- Streamlined 25% development velocity through synchronization of engineering deliverables with go-to-market strategy, operations, and client-facing workflows.

**FedEx Corporation, Memphis, TN**  
**Director of Software Engineering, FedEx Logistics (2020 – 2021)**

**2008 – 2021**

Directed the global development and deployment of an AI-powered customs classification platform to transform regulatory clearance workflows across multiple countries for one of the world's largest logistics and transportation firms, ultimately reducing the time and complexity of mainframe modernization. Constructed scalable, enterprise-grade infrastructure for complex international trade regulations, including duty, tax, and classification frameworks across diverse trade lanes.

- Optimized regulatory automation, streamlined multi-country duty and tax logic, and boosted 30+% operational efficiency across a 3,000-person international customs brokerage management team.
- Delivered and operationalized a global clearance classification engine across 180+ World Customs Organization countries where FedEx directly operates by leveraging machine learning to provide predictive classification that reduced manual processing and enabled 50% long-term efficiency gains.

- Championed cross-functional alignment and regulatory advocacy to overcome global compliance barriers and launch of FDA-regulated AI modules for high-volume product categories, including optical goods.

#### Managing Director of Global It Infrastructure & Operations, FedEx Trade Networks (2018 – 2020)

Led global IT infrastructure and enterprise operations with full accountability for geographically distributed teams, multi-million-dollar budgets, and mission-critical vendor ecosystems supporting supply chain continuity. Executed enterprise-wide digital transformation through hybrid cloud migration, cybersecurity architecture upgrades, and end-to-end modernization of core IT systems under stringent regulatory frameworks.

- Oversaw \$38M+ CapEx and OpEx budgets and secured \$7M in strategic funding through successful business case development and stakeholder / shareholder alignment.
- Reconstruction of infrastructure landscape and cybersecurity posture which reduced system outages 50+%, elevated system availability beyond 95%, and minimized security incidents by over 50+%.
- Migrated 100+ business-critical applications from legacy private data centers to Oracle Cloud and Dell/Faction Data Services, while enabling decommissioning of two data centers and eliminating \$4–6M in annual CapEx.

#### Manager IT, Enterprise Systems (2013 – 2018)

Directed enterprise distributed and mainframe modernization application strategy and delivery for cross-functional systems supporting Express operations across global business units. Oversaw development, integration, and lifecycle management of mission-critical platforms for business alignment, system uptime, and regulatory compliance. Optimized IT governance, vendor relationships, and resource planning for consistent service delivery and measurable cost efficiencies across enterprise infrastructure.

- Spearheaded global interoperability implementation with TNT Express, FedEx's largest acquisition across three countries in under 12 months, accelerating post-merger integration and operational continuity.
- Engineered the end-to-end system architecture for FedEx Onsite, successfully deploying over 6,000 new customer service touchpoints, and expanded last-mile delivery capabilities at scale – won Forbes CIO Award in 2019.

#### Applications Advisor, Dotcom and Automation Systems (2008 – 2013)

Handpicked for specialized application support role managing 300+ fedex.com eCommerce applications and distributed shipping solutions. Collaborated with business stakeholders to refine system requirements, enhance UX, and streamline integrations across eCommerce and enterprise platforms. Implemented standardized fedex.com application logging that improved performance monitoring, reduced manual troubleshooting effort, and ensured 99.999% operational continuity.

### Additional Experience

Actuarial Analyst, Dunbar, Bender, & Zapf Inc, Pittsburgh, PA

### Education

Executive Master of Business Administration (EMBA), University of Memphis, Memphis, TN

Bachelor of Science in Mathematics, Duquesne University, Pittsburgh, PA

### Certifications

Dynamic Team Mapping | Culture Mapping Certification, Science House

SAFe Program Consultant (SPC), Scaled Agile Inc.