SAMEER CHOPRA

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DIRECTOR OF TECHNOLOGY

Accomplished Director of Technology with extensive experience in IT planning and delivering solutions for top clients like MGM and Amazon. Proven leader in infrastructure services and application development, enhancing security and operational efficiency. Known for driving stakeholder engagement and team performance through innovative strategies and technology integration. Eager to leverage expertise to exceed expectations in a dynamic technology environment.

CAREER HIGHLIGHTS

- Platinum Certification at Geek Squad
- Lowest Turn Around Time 2012
- Leading Innovation for Q2 2013
- President's Club 2019
- Spot Bonus 2018
- Super Value Holder 2016

SKILLS & EXPERTISE

- **Skills**: Solution Engineering, IT Management, Team Building/Leadership, Customer Service, Stakeholder Management, Relationship Building, Cloud Services, System Architecture, Project Management, Training & Mentoring, New Technologies, IT Implementations, API Integrations, Artificial Intelligence
- **TECHNOLOGY & TOOLS**: Windows, Windows Server, UNIX/Linux, Mac OS, TCP/IP, Cisco Products, LAN/WAN, OSI Model, Salesforce, SQL Studio, Exchange, Active Directory, Office Suite, SharePoint, Trello, Confluence, PowerShell, Batch, VBS, .NET, JavaScript, APIs, SQL, Oracle

WORK EXPERIENCE

Avanti Residential   2022 - Present
Director of Technology

Rehauled all IT processes and set up systems from scratch. Created foundation for all policies and increased security score from D+ to A.

- Developed and executed a comprehensive technology strategy, aligning IT initiatives with business objectives to support growth and operational efficiency.
- Oversaw 32 physical sites
- Brought IT in house from MSP
- Managed the development and maintenance of robust IT infrastructure, ensuring scalability, security, and reliability of technology systems.
- Implemented advanced data management and analytics systems, providing key insights for business decision-making and performance optimization.
- Directed a skilled IT team, fostering a culture of innovation and continuous improvement, and enhancing team capabilities through strategic training and development.
- Oversaw the technology budget, effectively balancing cost optimization with strategic investments in technology solutions.
- Managed vendor relationships and collaborated with cross-functional teams to integrate technology solutions across the business, ensuring alignment with diverse departmental needs.
- Established and maintained comprehensive cybersecurity protocols, safeguarding company data and IT systems against cyber threats and ensuring compliance with data protection regulations.
- Spearheaded AI initiatives and created an AI bot for our Performance and Development team and our Legal department.
- Automated call scoring with AI technologies, with 9000% ROI

Four Winds Interactive   2018 - 2022
Manager of Systems Engineering

Guide and enhance team vision and company goals and provided technical direction, offering training, project review, SOW creation, and more as a trusted leader and dedicated team player.

- Constructed technical SOP for how to complete technical upgrades along with how to identify 'Enterprise', improving productivity amongst projects and enabling annual savings.
- Established technical PowerPoint presentation called 'Technical Strategy Session' for more efficient customer needs assessments, boosting satisfaction ratings and return business.
- Streamlined the new hire onboarding process and supported strategic planning, resulting in faster integration of new employees and improved team alignment

- Created a 'Device Setup Sheet' to enhance productivity involving configurations while also integrating a new position called 'Implementation Engineer' to cut unnecessary operational costs.
- Recommended new approaches for staff professional development plans, new business and technology processes/policies, project resourcing and planning, etc., increasing workflow.
- Spearheaded process improvement to increase average project return on investment (ROI).
- Created knowledgebase and training system/material, reducing issues with collaboration and reporting. Consulted with sales to facilitate major projects and complex sales forecasting.

Four Winds Interactive   2017 - 2018
Systems Engineer II

Drove smooth product implementation, partnering with clients to make recommendations to ensure stability and ensuring top-tier solutions while addressing shifting needs.
- Ensured optimal use of a record $5M budget to create a usage of kiosks used 20K+ Western Union location, integrating practices that were later adopted and scaled out to other initiatives.

Four Winds Interactive   2017 - 2018
Manager of Systems Engineering
- Assisted with MGM project, avoiding churn and signing a subsequent contract through solution using custom scripts and programming. Trained incoming staff on related principles and systems.
- Consulted with Amazon on best way to implement digital signage for their digital communications, acting as the go-to resource for new technologies and current project methodologies.
- Aided Salesforce in upgrade project while handling strict security requirements.
- Performed implementation of FWI products, set up data integrations, performed Final QA and troubleshooting, and coordinated with senior management to aid with long-term project planning.
- Delivered technical training sessions and presentations, including creating new instructional material.
- Implemented automation techniques using Windows Server and Confluence, successfully managing complex projects and enhancing system efficiency

Entrust DataCard   2015 - 2017
Implementation Engineer

Implemented software solutions in a financial institution environment, gaining in-depth industry knowledge and maintaining team collaboration under heavy workload.
- Implemented a system to allow Ameritrade to print credit cards and debit cards instantly. Provided internal consulting to other engineers with similar projects worldwide.
- Assisted in programming EMV chips and supported the creation of related SOPs, ensuring compliance and improving process consistency
- Provided higher-level support to assist customers and technicians with difficult technical issues, increasing customer satisfaction rankings and ranking amongst the top of all engineers.
- Diagnosed issues, organized large volumes of documentation, and designated as Project Manager contact for several projects due to leadership skills.

The Broe Group/OmniTRAX   2013 - 2015
Infrastructure Support Analyst

Provided support for all PC systems and systematized customer response efforts.
- Noted for vital contributions to repair, inventory tracking, management, deployment of new systems, upgrading existing systems, and daily administration and maintenance of computer devices. Performed in-depth reviews on new technologies, authoring a handbook for new hires.
- Provided support and gained new referrals through exceptional service.
- Drafted and implemented technologies and strategies into IT environment, offering presentations reports to management on potential gains for productivity.

EDUCATION & CERTIFICATIONS

Metropolitan State College of Denver   Present
Computer and Information Systems Security/Information Assurance

LANGUAGES

- English
- Hindi