

CHARLES LEE · CSM, MCP, MCDS

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- ✓ 20+ years of hands-on experience in leading software engineering teams/projects, from a start-up to fortune 100-500 companies including Canon USA and UNFI specializing in consumer-facing B2C/B2B ecommerce, Mobile Apps UI/UX, POS, Payment Gateway, CRM, full lifecycle ERP implementation projects, and System automation/integration.
- ✓ 20+ years of experience in technical architecture, Agile product development, SDLC management, leading distributed team, hiring/scaling, DevOps, CI/CD, System integration, test automation, cloud-based Serverless architecture, SAAS platform development, and operation using AWS, Google Cloud, and Microsoft Azure.
- ✓ 15+ years of IT operation management experience, including infrastructure optimization, security, resource management, R&D, IT budget management, P&L responsibility, and technical vendor/contract management.
- ✓ Having an “**ANYTHING IS POSSIBLE**” attitude, team player, and result-oriented leader.

PROFESSIONAL EXPERIENCE

Med-Legal · San Dimas, CA

2020 – Present

Vice President of IT

- Collaborated with the executive team and board of directors to identify, plan, and execute the company's high-priority objectives and strategic initiatives.
 - ✓ 5X system performance improvement, increased operation efficiency, and reduced IT budget by 35% in the first six months.
 - ✓ Introduced legacy modernization/re-platform initiatives, resulting in over \$150k-\$180k annual savings in OPEX budget.
- Directed all aspects of technology organization, including technical architecture, technical road maps and execution, SDLC management, ERP modernization using D365, process automation/optimization, IT budget, vendor management, security, infrastructure, and system integrations.
- Introduced formal software development life cycle management with Agile methodology, CI/CD, test automation, and system monitoring, which led to quantifiable improvements in delivery metrics.

The Collected Group (Joie/Equipment/Current/Elliott) · Los Angeles, CA

2019 – 2020

Vice President of IT

- Led all aspects of IT operations, budget, technical road map and delivery, system support, and development, including ERP system (Microsoft Dynamics Ax), mobile apps, distribution, system integration including EDI, and network infrastructure.
 - ✓ Achieved 30% IT budget reduction by enabling automation, cost-effective solutions, agile methodology SDLC management, and strategic procedures to maximize productivity in the first 6 months.
 - ✓ Achieved 50% reduction on offshore development/support resources by transferring knowledge back to internal IT, achieving over 200k annual savings in consulting OPEX.
 - ✓ Spearheaded major system and architecture optimization initiatives, resulting in over 500k annual savings in IT OPEX.
- Developed process optimization by introducing Agile SDLC methodology, leading to a 25% improvement in delivery metrics.
- Performed contract negotiations, resulting in a 20% reduction in OPEX budget.

UNFI · Commerce, CA

2015 - 2019

Director of Technical Service

- Directed the Distribution and Web Division, managing over 50+ enterprise applications, including ERP system (Dynamics Ax) for Dairy and Bakery plant, B2B portals, B2B Mobile apps, and financial/external interface.
 - ✓ Improved application performance by 70% through re-platform and DB optimization.
 - ✓ Reduced development time by 40%, using core framework architecture for legacy business applications.
- Defined the Development Standard Committee and company-wide coding standards, code review policies, architecture and standards, and deployment policy, achieving 20% reduction of redundant codebase in the department.
- Served as a technical architect and advisor for a company-wide B2B portal, CRM, mobile apps, and Salesforce integration initiative.
- Deployed CI/CD, test automation, and formal QA workflow management resulted in defect rate reduction down to 5% in the first three months.

I-UNITECH · Rowland Heights, CA

2015 – 2015

Chief Technical Architect

- Executed company-wide ERP system upgrade initiatives and custom POS, inventory control, and mobile app implementations for a client with 48 nationwide retailer stores, and e-commerce presence.
- Revamped automated integration to Amazon, eBay, Amazon, Buy.com, and financial system integration, including VeriFone, tax, and GE financial (synchrony), resulting in 2 headcount reduction.

I-5 PUBLISHING LLC · Irvine, CA**2006 – 2015***Director of IT*

- Steered all aspects of IT operations, development, and managed enterprise application development/implementations, mobile apps, distribution process management, network infrastructure management, business support, and optimization.
 - ✓ Reduced 40% of IT budget by introducing streamlined automation, cost-effective solutions, and strategic procedures to maximize productivity in the first 6 months.
 - ✓ Conducted infrastructure transformation using virtualization technology to decrease the overall footprint of infrastructure and remove disparate technologies.
 - ✓ Reduced physical servers by 70%, technology vendors by 50%, and power consumption by 30%.
- Completed full lifecycle ERP/CRM system deployment for the entire company (Microsoft Dynamics Ax) with external system integration including fulfillment integration and EDI (810, 850, 856).
- Established 16+ heavily SEO'ed websites with social media components reaching 5 million+ unique visitors per month.

I-UNITECH · Rowland Heights, CA**2004 – 2006***Chief Technology Officer/Founder*

- Founded the internal/external development team managing full product cycle management, including SDLC management, database management, network administration, QA, Training, and monitoring.
 - ✓ RedBrick Pizza: Developed a custom POS system for 100+ stores with Paymentech payment gateway certification.
 - ✓ El Pollo Loco: Built custom interactive web portal/nutrition calculator for restaurant end users.
 - ✓ CKE Franchise: Designed an automated reporting interface to the corporate main backend system.
 - ✓ Sekisui LLC/Teletron: Performed ERP System migration, including business process automation, custom reporting, and system optimization.

CANON USA · Costa Mesa, CA**1999 – 2004***E-Commerce Lead Technical Architect*

- Served as the lead technical architect for Canon USA's multimillion-dollar e-commerce project (<http://estore.usa.canon.com>) and modernization of the legacy system to the new .NET platform, including Internal Order Entry System (OES), HR internal portal, e-Solution B2B site, and Canon USA's B2B site interfacing directly to the AS400/EDI system.
- Managed 20+ developers (employees and consultants) and collaborated with businesses to develop and launch Canon USA's primary online sales channel, which resulted in over 30k unique visitors per day.
- Awarded as the "Best Consultant of the Year" in 2003.

EDUCATION

- **Technology Leadership Certification – Cornell University**
- **Certified Scrum Master (CSM) – Scrum Alliance**
- **Bachelor of Science – University of California, Irvine**

TECHNICAL CERTIFICATES

- **Microsoft Certified Dynamics Specialist for Ax 2012 (MCDS) F344-9827/F337-2862**
- **Microsoft Certified Solution Developer for .NET (MCSD.NET)/(MCDBA) A697-7946//A697-7940**
- **Microsoft Certified Professional (MCP) #A697-7937**

SKILLS

ERP Specialist | Microsoft Dynamics Ax – Certified Specialist | Microsoft D365 | CRM | Ecommerce | SDLC management | Agile Methodology – Certified Scrum Master | Cloud Architecture – Azure, Google Cloud, AWS | Docker | Kubernetes | Full-Stack Software Development | Test Automation – Selenium, Perfecto | DevOps | CI/CD | GIT | Jira | Technical Leadership | SAAS | Enterprise Products | Mobile Development | C# | Microsoft Technical stack | System Integration | EDI | Team scaling and building | Distributed Teams | Database – MS SQL, Oracle, Firebase | IBM MQ | MSMQ | Service Bus | Data Warehouse | Azure Synapse | Azure Data Lake | Big Data | BI | Fulfillment Integration | Payment Gateway | POS | PCI Compliance | Distributed Engineering Team | Mobile UI/UX