SIMON KALTGRAD

Co-founder of goconcierge | CTO | Director of Technology/Engineering | Fullstack Developer

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Results-oriented IT professional offering 25+ years of experience leading key software development initiatives within the hospitality and other industries. Known as an expert in delivering innovative, reliable technology that solves unique problems and improves operations in a fast-paced environment. Energetic, creative, and hands-on. A proven progressive career reflecting strong leadership and start-up experience while leading highly motivated teams. Praised for innovation, problem-solving and communication skills, calm under pressure, and successful delivery of work.

CORE COMPETENCIES

- Executive Leadership
- Agile Methodology
- Application Development
- Project Management
- .NET Programming
- PCI Compliance
- Operations Management

- Strategic Direction
- Business Continuity
- Vendor Relationships
- Cloud Web Services
- Virtual Environments
- Networking
- Cross-Functional Departments

- Infrastructure
- Cyber Security & Response
- API Integration
- Database Configuration & Performance
- UI/UX Creativity
- Risk Mitigation
- Startup Experience (as co-founder)

PROFESSIONAL EXPERIENCE

UrVenue | Las Vegas, NV   **02/2023 – 05/2024**

Senior Director of Engineering / Integrations

- Directed **integration** of third-party vendors adding value and efficiency to the UrVenue **SaaS** (**PXMS**) platform.
- Analyzed, architected, and assisted coding (**PHP**) Proof-of-Concept (**POC**) initiatives that provide concise technical specifications for the primary application developers to reference.
- **Project Manager** for all projects under my purview.
- Instrumental in configuring and managing our **EDW** (Enterprise Data Warehouse) offering using **PHP, Snowflake & Fivetran**.
- Interviewed and hired technical and **QA** personnel that are currently providing value at UrVenue.

UrVenue | Las Vegas, NV   **06/2022 – 02/2023**

Director of Guest Services & Integration Strategy

- Leveraged both my technical expertise in hospitality task management and technical leadership in application development, databases, and teams.
- Architected database and table schemas for concierge-style Proof-of-Concept (**POC**) application.
- Created storyboards and UI using **Figma** and **Eraser** for concierge-style POC.
- **Project Manager** for all projects under my purview.
- Delivered on our **Service Level Agreements** (**SLAs)** by managing **DBAs**, **developers**, and **QA** teams efficiently.
- Our corporate clients were very excited to integrate Single-Sign-On (**SSO**) using **SAML** for our primary **SaaS** application which I analyzed and implemented.

Business Technology Advisory (BTA) | Los Angeles, CA 05/2019 -06/2022

Chief Executive Officer
- After **selling goconcierge for $24m ($22m profit)** and continuing as **Director of Concierge Technology** for Alice on an 18-month contract, created Business Technology Advisory, LLC (BTA).
- BTA provided auditing and analysis of current technical infrastructure and provided recommendations for business technology and methodology improvement.
- Offered networking, application development analysis, business analysis, **CRM**, and general consultation.
- Based on the technical and business analysis of multiple CRM products (**Salesforce, HubSpot, SAS, ZoHo, Creatio, Zendesk**, etc.), recommended a **low-code** solution using **Creatio** for a client. They purchased and implemented the recommended hybrid-custom solution. In time, this will **save them three times the cost** of the CRM product in application development costs after **three years**.
- Offered custom programming and **database optimization**. Performed code reviews for **.NET**, **C#** code, and **Microsoft SQL Server** scripts.
- Analyzed clients customized **Twilio**-based call center system.
- Analyzed **MuleSoft** as a microservices platform.

ALICE | New York, NY (Remote) 09/2016 - 03/2018

Director of Concierge Technology
- After selling goconcierge, contracted with Alice for an 18-month agreement to help transition our technology and methodologies into the Alice product.
- Directed and configured the environment to **convert** legacy goconcierge data into the **Alice** application.
- Using intimate knowledge of all aspects of the goconcierge technology, provided the **data schemas** and user interface structures for the goconcierge.net and goconcierge.com applications.
- Utilized the cutting-edge AWS product **Glue** to perform the data transition.
- Developed scripting in the Glue language of **PySpark** and created **Lambda** functions to execute and orchestrate the data transformation.
- Utilized notebook containers for development with **Jupyter** and **Docker.**
- Worked within **Agile** methodology for application development.

goconcierge | Tarzana, CA 11/2003 - 09/2016

Chief Technology Officer / VP of Technology
- Architected and migrated infrastructure utilizing in-house, private, and public cloud networks (AWS, Rackspace).
- Led product development from the ground up. met with stakeholders and customers to create a unique concierge application that was utilized in 1,800+ hotels worldwide by approximately 5,400 concierges.
- Created user interface and experience (UI/UX) features using unique methodologies to improve concierge activities including task tracking, reservations, tickets, transportation, housekeeping, and more.
- Served as project manager on all technical projects (applications, database, network, et. al.).
- In charge of the Software Development Lifecycle (SDLC).
- Grew team from a 3-person startup to a 20+ person company, including hiring, training, and mentoring.
- Directed the application development team of 10+. I helped develop revenue stream for applications reaching up to $200K per month.
- Successfully led the initiative to become PCI Level One compliant.
- Helped manage customer support to ensure client satisfaction and recognized globally as being the most respected service provider regarding customer service for the hospitality industry.
- Sold goconcierge.net for $24M in 2016 to Expedia backed company (Alice).

goconcierge | Los Angeles, CA   **11/2000 - 11/2003**

Director of Information Technology

- Procured an investor and generated $1.7M in initial startup investment to fund buildout and software development.
- Project Manager for application development.
- Primary creator and programmer of the goconcierge.net application (ASP.NET, C#, .NET, SQL Server).
- Helped create and maintain the budget for purchasing requirements including computer related hardware and software. Managed the configuration and maintenance of these resources at a minimum:
  - Hypervisor servers (ESX, ESXi) and other local VMs (VMWare, VirtualBox)
  - RAID Arrays (Dell PowerVault)
  - Employee workstations (Windows, Mac)
  - Servers (Dell) (Web, App, & Database)
  - Firewalls (Miraki, Cisco, SonicWall, Netgear)
  - Smart Switches (Netgear)
- As a creative self-starter and hard worker, developed ideas and saw them through from conception to programming to publication.
- Relocated our file and database servers to a financially beneficial co-location facility then to a private cloud (Rackspace) saving the company $2,000 per month and providing fault tolerance to our SaaS product improving adherence to our stated SLA's.
- Installed and configured all web servers using Microsoft Internet Information Server (IIS) in a load-balanced web farm.

Courtyard by Marriott San Fernando Valley | Sherman Oaks, CA   **10/2006 - 11/2012**

Director of Information Technology

- Working for the parent company Wolff Urban Development, **co-founded goconcierge**. Being the **Director of IT** was part of an arrangement where goconcierge was provided office space.
- Analyzed and recommended network architecture for the entire 16-floor hotel during rebranding phase. This included the fiber backbone to connect all the floors, Wi-Fi for each floor, business center Wi-Fi with guest portal access, conference rooms, etc.
- Installed and/or configured all franchise (**Marriott**) and local servers/domain. Maintained **VMWare ESX Hypervisors** in high availability node and **Hypervisor** clusters.
- Was in charge of recommending and purchasing office and business center systems and printers with group policy **Microsoft AD**.
- Provided excellent support by assisting guests with their connections, printing, and all other support issues.
- Worked with Marriott corporate whenever required for **PMS** or **POS** updates or issues.
- Expert in **Microsoft Exchange** providing email and resource management for the hotel.

David Grant, Inc. | Sherman Oaks, CA   **10/1993 - 11/2000**

Director of Information Technology

- As a consultant, analyzed current business methods and created itemized price proposals based on the findings.
- Managed the application development department as lead developer.
- Met with existing (consulting) and potential (**sales / consulting**) clients to determine the proper solutions for their IT requirements.
- Coded in various languages (**FoxPro, DBASE, Clipper, Microsoft Access, SQL Server**) for multiple types of business applications, offering a variety of options to our clients.

TECHNICAL SKILLS

Application Development

NET / C# | Unity | VB Script | Java | JavaScript | Python | Node.js | OS Command Line | Telerik | Access | PHP | React Native | React.js | Redux | API | XML | JSON | Postman | Visual Studio | VS Code

Networks & DevOps

TCP/IP Services | Routers | Switches | Hubs | Web Services | Active Directory | Firewalls | High Availability (HA) | Replication

Databases

Microsoft SQL Server (Enterprise) | Snowflake | MySQL | Firebase | Mongo | Microsoft Access | DBASE | Clipper | FoxBASE | SQLite

Services & Cloud

Azure | Google Cloud Platform (GCP) | OCI (Oracle) | SMTP | Microsoft Exchange | AWS | Glue | S3 | EC2 | Certificates | Source Safe | JIRA | GitHub | Kubernetes | Slack | GitHub | Okta | Auth0 | REST | WSDL | GraphQL | Internet Information Server (IIS), Postman

Operating Systems

Operating Systems | Microsoft Windows Servers and Workstations | Apple | ESX/ESXi | Android | iOS

System Hardware

RAID Arrays | Apple and PC Workstations | Firewalls | Routers | Servers | Laptops | Peripherals | Smart Switches

Various

Blender | Microsoft Office | Adobe Premier Pro | Adobe Photoshop | Cakewalk | Sonar