

SHEM ZAKEM

Enterprise Operations & Platform Executive | U.S. Army Veteran

Seattle, WA (WILLING TO RELOCATE TO MEET THE MISSION) | (541) 423-7388 | szakem@live.com | LinkedIn: linkedin.com/in/pro-geek Clearance: Previously Secret (Expired/Re-investigation Eligible) | Website: <https://szakem81.github.io/>

SUMMARY

Enterprise Operations Executive, former Tech Founder, and Combat Veteran with 15 years of leadership driving systemic reforms across Aerospace, Defense, and Enterprise Tech. I specialize in scaling mission-critical platforms, optimizing complex global supply chains, and executing high-stakes acquisitions. Former Army Platoon Sergeant and Boeing Lean Master with a proven track record of bridging the gap between tactical warfighter needs and Fortune 500 operational scale.

EXECUTIVE & OPERATIONAL LEADERSHIP

Principal Operations Leader (Consultant) | Medford, OR | Sep 2023 – Present

Retained by industry clients to drive systemic supply chain reform and integrate fragmented enterprise data systems.

- **Supply Chain & Logistics Reform:** Built a unified API layer to aggregate multi-channel data streams, cutting order-to-delivery times by 21% and improving inventory accuracy by 29%.
- **Acquisition & Procurement Automation:** Implemented real-time analytics dashboards to flag margin leakage and automate enterprise procurement decisions, driving a 12% hard cost reduction across the portfolio.
- **Scaled Revenue & Unit Economics:** Applied enterprise-grade frameworks to SMB operations, instituting OKRs that provided executive visibility into unit economics and drove 21% monthly revenue growth.

EXPEDIA GROUP | Senior Manager, Enterprise Platforms | Seattle, WA | Sep 2018 – Sep 2023

Led the engineering turnaround and systemic reform for global enterprise operations platforms.

- **Rebuilt the Platform:** Orchestrated the 0→1 migration of legacy workflows to a single unified instance across 4 Lines of Business, giving executive leadership a 360° common operating picture for the first time.
- **Automated the Grunt Work:** Designed automated resolution logic that handled high-volume workflows, saving \$4.2M/year in operational costs and generating \$700K in new revenue.
- **Solved Data Fragmentation:** Integrated complex APIs to automate document ingestion, saving \$1.4M in manual processing costs and eliminating security compliance risks.

THE BOEING COMPANY | Lead Technical Product Owner | Technical Program Manager Seattle, WA | Jan 2014 – Sep 2018

- **Global Fleet Readiness:** Led development for "Toolbox 2.0," the enterprise logistics and maintenance platform driving operational readiness for global 787 and 737 aviation fleets.
- **Saved the Brand (Leadership Award):** Took over a failing Root Cause Analysis process. Identified and fixed systemic software defects causing customer trust loss. Awarded "Exceptional Performance" recognition by leadership.
- **Cross-Functional Global Leadership:** Led 75+ staff (Engineers, UX, QA) across multiple 0→1 product lines to manage complex aerospace requirements.

- **Cut Defect Rates:** Applied Boeing Certified Lean Master methodologies to the software SDLC, reducing production bugs by 34%.

GREEN BOX BATTERIES | Founder & Inventor | Lakewood, WA | Jan 2011 – Jan 2014

- **The Invention:** US Patent #9,276,418. Designed and built a physical logistics kiosk that used cloud IoT sensors for remote fleet management.
- **Execution:** Bootstrapped the hardware-centric startup, built the full hardware/software stack, and delivered all units on schedule while reducing rework by 25% via Agile/SAFe practices.

MILITARY SERVICE

U.S. ARMY | Platoon Sergeant / Human Intelligence Collector (35M) | 201st Military Intelligence Battalion | 2006 – 2008

- **Intelligence Leadership:** Led a specialized HUMINT platoon of 30+ collectors. Managed training, discipline, and operational readiness.
- **Data Synthesis:** Directed intelligence collection operations, synthesizing raw field data into actionable intelligence reports for senior command decision-making.

U.S. ARMY | Signal Support Systems Specialist (25U) | 82nd Airborne Division, 2/505th Parachute Infantry Regiment | 2003 – 2006

- **Combat Leadership:** 82nd Airborne Paratrooper. Awarded Combat Action Badge.
- **Tactical Comms:** Maintained mission-critical tactical radio/satellite networks at the tactical edge.
- **Rapid Deployment:** Executed high-tempo operations within the Global Response Force, maintaining 100% equipment readiness for immediate deployment.

EDUCATION & SKILLS

University of Washington

- B.S. Computer Science & Systems | 1st Place, Senior Project Competition (Institute of Technology)
- B.S. Computer Engineering & Systems | Minor: Mathematics

Technical & Operational Skills

- **Certifications:** Boeing Certified Lean Master, SAFe® Agilist, Certified Scrum Master.
- **Cloud & Platforms:** AWS, Azure, Enterprise Service Clouds, REST APIs.
- **Tools:** Jira, Git, Tableau, Google Analytics, Advanced Enterprise Dashboards.