

Chief Technology Officer | Scaling Engineering Organizations for Growth, EBITDA Expansion, and Successful Exits

Technology executive recognized for driving enterprise value and successful exits through scalable engineering strategy and disciplined execution. Partners with boards, investors, and CEOs to optimize technology investments, expand EBITDA, and build high-performing global teams that accelerate growth and strengthen valuation.

NOTABLE ACHIEVEMENTS

- **Led technology organizations through multiple successful liquidity events**, including two IPOs and two PE acquisitions, consistently improving scalability, profitability, and quality.
- **Scaled engineering to deliver 2x revenue growth** (from \$185M to \$400M) while improving EBITDA margins by 5 points through disciplined cost optimization and global centers of excellence.
- **Delivered seamless M&A integration** across seven acquisitions, creating a new SaaS suite with ~20% YoY ARR growth and positioning the business for a successful PE exit.
- **Operationalized AI across engineering**, improving productivity and launching the company's first AI-enabled product features in production.
- **Built a high-performance culture**, raising engagement from 56% to 75% and retention above 90% through transparent metrics, ownership, and leadership accountability.
- **Reduced customer escalations** and improved NPS by double digits through proactive reliability engineering, containerization, and cloud modernization.
- **Earned board and investor trust** by leading technical diligence, standardizing metrics, and delivering predictable, scalable engineering performance.

PROFESSIONAL EXPERIENCE

Quorum Software, Houston, TX, *Executive Vice President, Engineering*

2019 – 2025

Reported directly to the CEO with global responsibility for Engineering, Architecture, Quality, DevOps, and Cloud Operations. Partnered with executive leadership and private equity stakeholders to align technology strategy with corporate growth and investment objectives. (Acquired by Francisco Partners, 2025)

Key Achievements

- **Scaled engineering organization from 160 to 400+** while driving revenue growth from \$185M to \$400M and improving R&D spend from 20% to <15% of revenue.
- **Led technical diligence and integration for seven acquisitions**, consolidating platforms and teams to deliver a unified SaaS suite with ~20% ARR growth and strong investor returns.
- **Transformed a services-led business into a market- and product-led organization**, fueling innovation, faster delivery, and a measurable increase in enterprise valuation.
- **Reduced cloud and hosting costs while improving customer experience**, growing hosting revenue 10% and increasing retention to 96% with a 10+ point NPS improvement.
- **Built a data-driven performance culture**, improving employee engagement from 56% to 75% ; retention above 90%; and increasing customer CSAT/NPS by double digits through clear metrics, leadership development, and accountability.
- **Introduced AI adoption across engineering**, launching the company's first AI-enabled products and improving productivity through AI use in the software development lifecycle..
- **Established board-level engineering transparency**, standardizing performance metrics and reporting frameworks for investor and board presentations.

Bazaarvoice, Austin, TX, *Vice President, Engineering*

2014 – 2019

Led global engineering for the core Platform, API, Quality, and Product Knowledge functions. Partnered with executive leadership to modernize architecture, scale infrastructure, and strengthen operational performance in preparation for a private equity acquisition. (Acquired by Marlin Equity Partners, 2018)

Key Achievements

- **Delivered \$2M in annual hosting cost savings** through platform consolidation and vendor rationalization while increasing platform usage by 30%.
- **Improved platform performance by 20%** and enhanced customer satisfaction and NPS through targeted architectural modernization.
- **Led technical operations and quality transformation**, establishing data-driven processes that improved product reliability and release predictability.
- **Built and mentored a high-performing 100-person engineering team**, recruiting one-third of the team and strengthening leadership depth across key functions.
- **Partnered cross-functionally with Product and Finance** to align technology investments with business priorities, supporting sustainable margin improvement and valuation growth.
- **As acting CTO, presented quarterly to the Board of Directors** on technology investments, operational metrics, and product delivery outcomes.

Blackbaud (via Convio Acquisition), Austin, TX, Vice President, Quality Assurance & Director, QA (Convio)

2007 – 2014

Promoted in 2013 to lead global QA following Blackbaud's acquisition of Convio. Directed integration of teams, processes, and platforms to ensure product reliability and support the company's post-acquisition growth and IPO-readiness standards.

Key Achievements

- **Unified quality and release practices** across legacy and acquired teams, improving product stability and accelerating post-merger integration.
- **Reduced client-reported defects** while doubling product adoption through test automation, CI/CD practices, and upstream quality improvements.
- **Introduced agile and Lean methodologies** that increased release velocity and improved cross-functional collaboration between Engineering and Support.
- **Developed and scaled global QA operations**, aligning quality metrics and visibility frameworks across distributed teams.
- **Contributed to successful IPO and acquisition outcomes** by ensuring product readiness, operational alignment, and customer satisfaction throughout periods of rapid growth.

EARLY LEADERSHIP EXPERIENCE

RenewData Corporation – Director of Engineering

Directed software engineering and quality initiatives that improved reliability, product readiness, and client satisfaction.

Pervasive Software – Director of Development & Quality Engineering

Held multiple progressive leadership roles culminating in Director-level oversight through the company's IPO. Improved quality systems, delivery performance, and scalability across global teams.

Mirage Networks – Director of QA & Support

Introduced automation and process improvements that reduced customer-reported issues and enhanced release stability.

Schlumberger – Commercialization Manager / Customer Support & Training

Led commercialization and customer success initiatives for software supporting oilfield operations, establishing a foundation in technical leadership and product delivery.

ADVISORY & EDUCATION

Texas State University, College of Science and Engineering: Advisory Council Member

M.A., Geography, Texas State University, San Marcos, TX

B.A., Geography & Planning, Texas State University, San Marcos, TX