



TOM IRISH

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PROFESSIONAL SUMMARY

I am a dynamic and motivated leader with over 20 years of experience in information services and logistics, specializing in customer integration solutions. My proven track record includes enhancing customer experience through seamless integrations and managing systems that handle over a billion transactions annually.

With expertise in agile methodologies, I lead multiple DevSecOps teams for continuous integration and deployment. I achieved a 20% system efficiency increase, resulting in a 10% cost reduction. I inspire my teams to reach their full potential in a collaborative and inclusive environment, focusing on coaching, mentoring, and fostering continuous innovation and growth.

As a data-driven decision-maker with a passion for leveraging technology to solve complex problems, I successfully manage a \$5 million budget, optimizing resources, reducing costs, and planning for the future. I am committed to delivering results-based customer service and continuous improvement.

SKILLS

Leadership Strategic Thinking
Project Management Technical Expertise
Agile Development Communication
Financial Management
Creative Problem-Solving
Customer Service
Coaching and Mentoring

WORK EXPERIENCE

Expeditors - Senior Manager

(2025 - Present)

- Pioneered customized integration solutions, consistently exceeding customer expectations with seamless onboarding experiences.
- Cultivated a high-performance culture through continuous coaching and mentoring, increasing team productivity by 30% and fostering professional growth.
- Led cross-functional teams in implementing agile methodologies, increasing system efficiency by 20% and reducing operational costs by 10%.

Expeditors - Manager

(2016 - 2024)

- Spearheaded the development and optimization of new systems infrastructure, retiring legacy systems to enhance customer integration efficiency, facilitating over a billion transactions annually.
- Developed and implemented comprehensive training programs, enhancing team skills and fostering a culture of continuous improvement.
- Directed multiple high-impact projects, ensuring on-time delivery and achieving a 95% success rate.

EDUCATION

Washington State University

- Bachelor of Arts in Management Information Systems

Certifications

- Path Forward - Leadership Platform Course
- Scaled Agile - Leading SAFe Agilist Certified