



# 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. With a proven track record of enhancing customer experience through seamless integrations and managing systems that handle over a billion transactions annually, I bring a wealth of expertise to any organization.

My expertise includes leading multiple high-performing agile teams, leveraging microservices architecture with continuous integration and continuous deployment pipelines. My goal is to 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, I am passionate about leveraging technology to solve complex problems. I successfully manage a \$10 million budget, optimizing resources, reducing costs, and planning for the future. My commitment to delivering results-based customer service and continuous improvement is unwavering.

## 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)

- Spearheaded the development and optimization of new systems infrastructure, retiring legacy systems to enhance customer integration efficiency, facilitating over a billion transactions annually.
- Led cross-functional teams in implementing DevSecOps and agile methodologies, increasing system efficiency by 20% and reducing operational costs by 5%.
- Cultivated a high-performance culture through continuous coaching and mentoring, increasing team productivity by 25% and fostering professional growth.

### Expeditors - Manager

(2016 - 2025)

- Pioneered customized integration solutions, consistently exceeding customer expectations by delivering exceptional onboarding experiences.
- Directed multiple high-impact projects, ensuring on-time delivery and achieving a 90% success rate.
- Developed and implemented comprehensive training programs, enhancing team skills and fostering a culture of continuous improvement.

## EDUCATION

### Washington State University

- Bachelor of Arts in Management Information Systems

### Certifications

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