

SHANE SCHILLING

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TECHNOLOGY OPERATIONS EXECUTIVE

More than 20 years of experience delivering sustained business growth by driving operational excellence and maximizing revenue. Diverse background spans launching and strengthening operations in established and startup environments. Cultivates collaborative relationships with stakeholders across all levels, from junior-level to C-suite. Demonstrates sophisticated communication skills, calm demeanor, and adaptability to changing priorities and market demands. Leverages strong business acumen and analytical mindset to identify opportunities for cost savings, company-wide optimization, and operational efficiency.

CORE COMPETENCIES

Operations Management • Strategic Planning • Mergers & Acquisitions • Change Management • New Product Launches
Team Leadership & Collaboration • Budget Management • Compliance/Risk Management • Operational Enhancements

EXPERIENCE

		AUSTIN, TX
2016-Present	LOGIX FIBER NETWORKS <i>The largest fiber network provider in Texas and a leading provider of business voice solutions.</i> CTO <ul style="list-style-type: none">Recruited by Astra Capital Management following acquisition of Logix. Deliver business growth and profitability of enterprise-only voice & data network generating \$150M in annual gross revenue.Drive operational excellence across corporate IT, internal software development, OSS/BSS systems, customer communication systems, fiber construction, service delivery, and field operations. Direct vision, strategy, and key initiatives, ensuring continuous alignment with overall business goals.Provide strategic oversight to 50% of total workforce including VPs, directors, and managers; maximize financial performance by handling up to \$40M annual CAPEX budget.Boost revenue by spearheading full product lifecycle including third-party negotiations. Recently, led launch of Logix wave services and HBPX solutions. <i>Select Achievements</i> <ul style="list-style-type: none">Orchestrated integration of all technology hardware, software, and groups as key team member of Alpheus Communications acquisition (2018), doubling company size and contributing to doubling of overall fiber network in four years.Optimized Logix data services via restructuring, enabling market-leading speed and services to enhance customer satisfaction and retention.Captured \$10M+ in YOY annualized cost savings after building and supervising team responsible for identifying and eliminating third-party expenses.Generated business efficiency and mitigated risk by strategically replacing legacy OSS/BSS platforms.	
2009-2015	GRANDE COMMUNICATIONS <i>A telecommunications firm utilizing a fiber optic and cable network to offer broadband services across Texas.</i> Vice President of Technical Operations <ul style="list-style-type: none">Selected by investors to champion business turnaround, transforming underperforming organization to a market leader in data, voice video, and data speed. Co-directed management transition from prior equity partners to Grande, guiding four-member team to recapitalize and restructure 750-member company.Led successful, compliant operations across Grande's network and IT systems delivering voice, video, and data services to residential and commercial customers. Owned up to \$90M annual CAPEX budget.Streamlined headcount after reorganizing all technical teams to include corporate IT, billing platforms, customer messaging, and communications infrastructure, call center technologies, and field operations. <i>Select Achievements</i> <ul style="list-style-type: none">Propelled company from negative cash flow to profitability by selling non-strategic assets, paying back original investment by year two.Envisioned and executed launch of 1G fiber services to 5K+ customers in Austin and San Antonio in four months, including developing financial model and gaining investor buy-in; Grande was first company in those markets to offer fiber service, beating Google and AT&T.	AUSTIN, TX

- Advanced opportunity pipeline through new market penetration; oversaw \$20M in construction projects, driving 40K new customers in two years across Corpus Christie, Waco, and Odessa.
- Maximized revenue growth by launching new products such as digital phone service, video on demand, next-generation video service with TIVO, and DOCSIS 3 data services. Enhanced network capacity and built next generation network (IP backbone).

2003-
2009

ATLANTIC BROADBAND

JOHNSTOWN, PA

The eighth largest cable operator in the U.S.

Director of Network Engineering

- Appointed to oversee all Atlantic Broadband properties, including newly acquired Charter Communications properties; directed high speed data, phone, and video networks serving 300K+ customers throughout the East Coast.
- Steered 24-member team through merger and cultural changes while ensuring retention of high performers.
- Drove profitability by managing ~\$15M annual CAPEX budget and ~\$3M expense budget.
- Provided integral leadership on technology team with focus on call center technology. Consolidated and enhanced 24/7 call centers with ~200 unionized employees by executing skills-based routing systems, online payments, IVR, disaster recovery processes, and remote work capabilities.

Select Achievements

- Spearheaded optimizations to increase uptime while reducing outages, thereby improving customer satisfaction. Efforts across tenure contributed to company growth from zero to 300K customers.
- Significantly reduced risk company-wide as member of SOX-compliance team. Defined and implemented corporate phone/email standards, stringent security standards, and an entire IT security infrastructure including encrypting all data on company laptops.
- Expanded company footprint by directing \$500K in new technology implementation in four markets.

8/2001-
3/2003

CHARTER COMMUNICATIONS

JOHNSTOWN, PA

The fourth largest cable operator in the U.S. providing cable, internet, and phone services to 5.2M+ customers.

Information Technology Manager

- Promoted to drive successful operations across call center technologies, internal IT support, and high-speed network serving 100K customers in Western Pennsylvania.
- Led 14-member team and seven call center employees providing Tier III support in 24/7 operation.

Select Achievement

- Migrated 300 employees to new corporate email system within seven days of company sale to Atlantic Broadband with zero downtime.

3/2000-
8/2001

CHARTER COMMUNICATIONS

JOHNSTOWN, PA

Network Technician

- Partnered with five-member team to launch high-speed internet service for the first time in eight Western Pennsylvania markets. Managed customer service, installation, IT, and call center support.

Select Achievement

- Delivered next-level growth for this startup, attaining 100K+ customers; site became regional hub.

CERTIFICATIONS

- Executive Management Program, MIT Sloan School of Business
- Thayer Executive Leadership Program, West Point

PROFESSIONAL AFFILIATIONS

- Mentor, Techstars (2018-Present)
- Member, Advisory Board, Freqsho.com (2015-Present)
- Member, Board of Directors, It's Time Texas (2013-2016)