STRATEGIC ENGINEERING EXECUTIVE

Visionary Engineering Leadership | Shared Services | Strategic Planning | Platform Infrastructure

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A highly accomplished and multi-faceted technical executive with extensive experience in developing and implementing transformational strategies designed to propel revenue, optimize operations, and enable rapid, sustainable organizational growth. Cultivates trusted business partnerships and stakeholder relationships at all levels, from vendors to C-Suite peers. An influential, innovative leader who operates at the forefront of technology. Builds and directs high-performing, empowered teams focused on achieving the organization's goals and objectives. Leverages a robust business and industry acumen within change management, strategic planning, and team leadership to disrupt the status quo, improve processes, enhance performance, and capitalize on new opportunities. Instills a trust-based culture, uncovers employee strengths, removes roadblocks, and takes calculated risks to drive unprecedented efficiency gains. Known for aligning business and technical outcomes, positioning teams for success, and exponentially increasing value to internal stakeholders and customers.

Core Competencies

- Culture Development
- Site Reliability Engineering
- DevOps Transformation
- Change Management

- Coaching & Mentoring
- SDLC Process Improvement
- P&L Ownership
- Process Improvement

- Team Development & Leadership
- Emerging Trends & Technology
- Thought Leadership
- SaaS/Cloud

> *"Nick brings a rare combination of technical skills and leadership. He is a fantastic communicator, outstanding collaborator, and a natural leader."* **– John Gruender, Business Consultant & Technology Executive**

Professional Experience

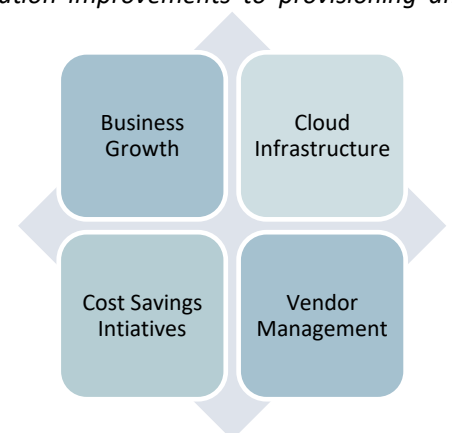**2019 – Present • EVERBRIDGE INC. • Seattle, WA**
Vice President | SaaS Operations (2021 – Present)
Senior Director | Head of SaaS Operations (2021 – 2021)
Director | Site Reliability & Platform Engineering (2019 – 2021)
Expanded leadership to set the strategic and technical direction across the enterprise, operating as a change agent, and implementing GTM initiatives in alignment with Site Reliability Engineering principles. Brings structure to a rapidly changing organization and focuses on reducing the cognitive load of business and engineering partners, improving technical processes in the software development lifecycle targeting the speed of delivery, and decreasing time to value for customers. Manages 100+ including 4 directors and multiple senior managers. Full oversight of a $76M operational budget.

- *Outlined and implemented Objective and Key Results Framework to spark continuous planning and ongoing strategic and tactical execution bridging Technical outcomes to Business outcomes.*
- *Realized significant operational cost efficiencies within the public cloud platform leading to $30M total savings.*
- *Reduced manual intervention of Security Vulnerabilities by focusing on automation improvements to provisioning and deployment processes strengthening the Everbridge brand, raising customer trust, and reaffirming company commitment to meet FedRamp compliance standards.*
- *Improved infrastructure provisioning through the introduction of next generation infrastructure as code (IAC) framework, increasing the speed for the SRE, DRE and engineering provisioning by 1200%.*
- *Established Kubernetes Delivery Platform allowing teams to adopt and deliver container based distributed microservice architectures.*
- *Improved Gender Diversity of SaaS Operations department from 2% to 35% in 18 months.*
- *Ranked in the Top 3 in the organization for eNPS scores every year of tenure according to the annual engagement survey.*

Business Growth | Cloud Infrastructure | Cost Savings Intiatives | Vendor Management

2018 – 2019 • AVAYA INC. • Seattle, WA
Director | Site Reliability Engineering
Provided executive leadership as Site Reliability Engineering SME, reshaped the company's strategic direction, and overhauled the company's Cloud platform. Optimized technology, people, and processes. Steered a major culture shift towards IAC processes and standards. Scaled and led a team of 12 and OpEx and CapEx budgets up to $30M.

- *Improved the cost structure for AWS and uncovered $1.3M in savings from changing volume types.*
- *Incorporated new technologies including Data Dog monitoring platform.*
- *Introduced new Identity and Access management solution through the use of AWS SSO reducing onboarding time from months to days and increasing security by allocating the proper permissions and access through Active Directory.*
- *Renegotiated contract terms with multiple vendors with savings up to 30% over existing solutions.*
- *Personally recognized by VP of Finance and CFO for navigating difficult and complex negotiations with AWS and reducing the cost of public cloud expenditures by 60%+.*
- *Harnessed Gitlab and Terraform streamlining the CI/CD for AWS public cloud environment, decreasing the deploy time for an entire region from weeks to hours.*

PLATFORM STRATEGY

ENGINEERING LEADERSHIP

SOLUTIONS DEVELOPMENT

2015 – 2018 • TUNE INC. • Seattle, WA
Manager | Site Reliability Engineering
Drove pioneering IT strategy across the organization to improve workflow and shift the enterprise away from traditional operations to a more programmatic implementation of operations. Focused on improving production service reliability, speed of product delivery, operations and total server cost of ownership. Developed and led technical teams and engineers. Contributed to a 50% reduction over operational spend on a $30M annual budget. Negotiated favorable contract terms and service fees with vendors. Worked with CTO to set short- and long-term strategies.

- *Built and evangelized an IAC platform, to enable development teams to take on DevOps responsibility which in turn delivered value to customers faster. Introduced teams to Terraform and container orchestration.*
- *Reduced the $2M infrastructure spend by $1.07M per month through the implementation of AWS infrastructure and an additional $60k per month through the shutdown of on-premise data centers fully utilizing public cloud infrastructure.*
- *Concepted the 3 pillars of observability – Monitoring, Metrics, and Logging reducing the time to troubleshoot and resolve issues in production from hours to minutes.*
- *Directed the deployment, maintenance and operations of virtual and on-premise infrastructure and all SaaS product offerings.*

2014 – 2015 • INFOSPACE INC. • Seattle, WA
Lead Cloud Engineer
Led enterprise initiatives across all web properties. Honed AWS and cloud computing skills while quickly gaining trust and buy-in to revolutionize operations by harnessing new technology and methodologies. Senior member of the CloudOps infrastructure team.

- *Transformed the company's server and database from Windows to Linux, a more efficient operating system. Built out a container orchestration solution to create a more efficient leveraging of memory.*
- *Utilized AWS and Chef Infrastructure Automation to drive a DevOps focused deployment pipeline enabling seamless interactions between engineering and operations. Reduced "work in progress" deployment time to production systems.*

2011 – 2014 • BRIDGEPOINT EDUCATION • Seattle, WA
Information Systems Manager | Products
Joined the organization to lead multiple technology teams in the design and delivery of enterprise application infrastructure, customer-facing services applications, and a portfolio of 12 internal and COTS applications. Refined technology management skillset and formed an innovative mindset to drive technical improvements and introduce efficiencies.

- *Built and implemented a more resilient architecture to accept product upgrades and improve load balancing.*
- *Redesigned a point-to-point solution that improved speed of usability.*
- *Spearheaded delivery initiatives that exceeded KPIs by achieving 99.5% availability of all critical portfolio applications.*

Earlier Career & Military Experience

Senior Software Release Engineer, LPL Financial & EMNS (2007 – 2011)

Honorable Discharge, United States Marine Corps (1998 – 2002)

Education

Master of Business Administration (MBA) Information Technology Management • Ashford University

Bachelor of Science (BS) Computer Information System • Coleman College