Zachary Hill

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HIGHLIGHTS

Innovative Chief Technology Officer with experience building and leading technology teams in both startup and enterprise environments. Skilled in driving technology vision, strategy, product development, and engineering to achieve business objectives. I have great pride in being a transformational leader who inspires and leads from the front and is committed to building high-performing teams.

- Completed a digital and cultural transformation in less than 3 years with an enterprise financial institution.
- Team won AWS NPO Partner of the Year two years in a row in 2021 & 2022.
- Averaged ~20% growth in products and services year over year at Think|Stack.
- Built the annual technology budget for 20+ financial institutions for 7 years.
- Built multi-year technology strategies for 50+ financial institutions.
- Led incident response and recovery for 6 major ransomware events, including a major healthcare provider and major financial institution.
- Built a cloud backup product SaaS platform utilizing serverless technology, supporting 50+ customers obtain recovery times of less than 60 minutes.
- CTO / CIO / CISO Advisor for 30+ Organizations for over 11 years.
- Architected scalable web applications, an example of which was for a major power company in the United States. Required scaling from 10,000 concurrent users on average to > 4 million concurrent users in <15 minutes.
- Created more than 98% of all terraform modules, 50,000+ lines of code, which are leveraged as the core of projects and managed services. Enabled scalability and low operational overhead.

EXPERIENCE

Sunward FCU

SVP of Technology   2023 - Present

- Digital transformation transitioning from the technology dark ages to a modern technology stack which enhanced and simplified the experience for customers and employees alike.
- Rebuilt a strong culture within the technology team focused on teamwork, solving root cause, forever learning, simplicity, scalability, and security.
- Built a strong cybersecurity program which exceeded peer financial institutions in key risk metrics (KRMs) scores and key performance indicators (KPIs).
- Implemented org-wide AI strategy which enabled automation, efficiency, ideation, and self-service capabilities.
- Reduced customer onboarding from > 24 hours to < 15 minutes.

- Reduced disaster recovery (RPO and RTO) for all business-critical applications, data, and services from >72 hours to < 1 hour.
- Increased project velocity through implementing a new operating model within the organization, enhancing the PMO integration, and simplifying the team's workflows.
- Implemented a plethora of industry leading capabilities and features such as: Loyalty rewards program, integrated mobile app with all offered products, website, business loan origination automation, and many more.
- Oversaw a major acquisition and the integration of technology for multiple physical locations and assets.

Govplace

Sr Director of Strategic Technology   2023

- Revitalized organization with a technology and cybersecurity vision and strategy guiding growth over the next 3 years.
- Created new product and service capability of the organization with a $25M 2 year revenue projection.
- Drove engagements with customers, partners, and internal teams to deliver on the financial goals of the business.
- Led technical solution design on key opportunities which delivered mission success.
- Led mentorship of a team of solution engineers; providing guidance, feedback, and support to help them achieve their goals and develop their skills.

Think|Stack

Chief Technology Officer & Chief   2018 - 2023
Information Security

- Developed the technology vision and strategies for both Think|Stack and over 100 customers.
- Delivered technology services and projects for customers with a 20% net income growth rate year over year for 7 years straight.
- Built the AWS and Cloud programs, resulting in AWS Advanced Tier partner status with AWS and a multitude of AWS awards and competencies.
- Championed cloud migrations within the credit union space, becoming the 4th largest migration specialist partner by volume and spend with AWS.
- Developed a DevSecOps framework resulting in a reduction in cybersecurity risk exposure by 50% for all technology implementations across customers.
- Implemented and achieved SOC2 Type 2 audit and report starting in 2019 through 2023.
- Built the project program which set 1 to 3-year roadmaps with customers then executed projects for cloud, networking, infrastructure, and security.

- Built the technical training program for employees, resulting in strong talent guiding employees from entry level to expert level.
- Oversaw acquisition with another MSP in 2021. Strategic decision maker in the combination of tools, processes, and employees.
- Key partner in building and improving upon the project and resource management program managing ~100 active projects per month utilizing an agile framework.
- Developed and brought in house a SOC (security operations center) service line utilizing a SIEM and XDR at the center of the service.

Think|Stack
VP of Architecture   2016 - 2018

- Created a project focused division of the organization whose sole focus was to deliver technology and cybersecurity for customers.
- Identified a niche for cloud migrations and began AWS partnership.
- Designed and implemented a cloud migration strategy and process for execution.
- Created Terraform modules for use in projects and services resulting in over 25,000 lines of code to manage the implementation of best practices, migration to the cloud, and scalable ongoing governance and management. This allowed a small team to manage 100+ customers across multiple services provided.
- Designed and built open-source AWS backup software. This software was built as a SaaS offering and deployed to all cloud customers at Think|Stack. Enabling a scalable solution with minimal overhead and maximum value, often reducing the RTO and RPO of existing solutions by 10x.
- Designed and built DevOps and Infrastructure as Code programs delivering a strong change management capability.
- Oversaw the sales team for all quotes to customers ensuring consistency and strategic technology oversight.
- Oversaw all technical designs and implementations both internal and external.

RedZone Technologies
Senior Network/Systems Engineer   2008 - 2015

- Project based consulting for 50+ customers.
- 70+ Assessments
    - Gathering full network data, including router, switch, load balancer, compression devices, wireless controllers, and firewall configurations to build an overall picture and assess any problems, errors, or inefficiencies.
- Network Architecture and Engineering
    - Over 200+ LAN/WAN/SDWAN projects building networks from the ground up.
    - 40+ Major IP and VLAN architecture changes.
    - Primarily focused on EIGRP and BGP.

- 20+ MPLS WAN rollouts each involving specific requirements per project, including GETVPN solutions, dynamic routing, and multihomed scenarios.
    - Lead engineer for all LAN/WAN based projects.
- Virtualization Systems Architecture and Engineering.
    - Building 100+ virtualization infrastructure environments from the ground up. Including the compute layer, storage layer, and networking layer,
    - Multiple virtual architectures including VMware ESXi and HyperV using best practices around availability and redundancy.
- 17 Exchange upgrades or migrations from Exchange 2003 to Exchange 2007 or Exchange 2010.
- 12 Major physical to virtualization (P2V) projects. Assessment of server workload. Planning the virtual environment hardware. Migrating physical servers to virtual environment.
- 14 disaster recovery (DR) site builds which included datacenter planning, infrastructure build out, data synchronization, migrations, and network design changes.

SKILLS

Core

Culture • Leadership • Strategy • Mentorship

Technology

AI • DevOps • Infrastructure as Code • Git • Python • Cybersecurity • NIST Cybersecurity Framework • Network Architecture • Disaster Recovery • System Architecture • Cloud Architecture • Tool selection • Platform Architecture • Process building

Cloud Platforms

Amazon Web Services (AWS) • Microsoft Azure • Microsoft 365 • GitHub • Heroku • Cloudflare • n8n

EDUCATION

Certifications:

- Stagen Leadership Program | 2025
- AWS Solutions Architect – Professional | 2019, 2022, & 2025
- Conscious Leadership Program | 2023 - 2025
- Next Generation Leaders Program | 2016 - 2017
- VMware Certified Professional – Data Center Virtualization | 2009 & 2013
- CCNP (Previously held) | 2012
- CCNA (Previously held) | 2010