

Introduction

An accomplished leader with a unique blend of business, technology, and analytical insight. A strong demonstrated history of excellent service delivery, customer satisfaction, and employee enablement across multiple cloud platforms.

Leadership Experience

MicroStrategy, Inc. (Platform as a Service)**2017 - Current****Senior Director, Cloud Systems Engineering**

- Leads a global team of managers and engineers responsible for developing, deploying, and maintaining a Platform as a Service across Amazon Web Services and Microsoft Azure.
- Delivers follow-the-sun DevOps and support with a team distributed across three continents, migrating over a hundred customers from on-premise to the Cloud.
- Maintains ISO27001/2, SOC2 Type II, PCI-DSS, and HIPAA service compliance.
- Defines the operational and service delivery strategy focused on customer relationships, maintaining high employee morale, simplified operational excellence, and technical agility.
- Creates a partnership with customers as an escalation manager by coordinating expert resources, customer communications, resolutions, and retrospectives.
- Manages multi-channel customer feedback including regular customer service reviews, customer sentiment surveys, case and service performance benchmarks, and service level agreement adherence.
- Delivered a re-organization of the global Cloud team into regional Business Units, providing the documentation, training, and systems updates to support the transition.
- Applied Agile methodology for Cloud application and infrastructure deployment, to organize change requests, features, and integrations for use by operations teams and customers.
- Architected a distributed agent-based metrics collection and ETL that consolidated application and infrastructure growth KPIs into a single pane of glass reporting suite.
- Implemented standardized monitoring and alarming schema that dramatically reduced the count of critical customer issues and increased SLA achievements.
- Directly represented the Cloud business units to the President, CEO, and CXOs by providing weekly business reviews and advice on policy, procedure, and product design.
- Authored Online Learning Cloud Enablement class for both multi-continent speaking tours and conferences. Created video training programs for education and department updates.
- Fosters a creative, inclusive, and friendly work environment by creating individual career plans, employee events, competitions, retrospectives, rewards programs, and exercise incentives.

MicroStrategy, Inc. (On-Premise)**2011 - 2015****Premium Support Lead**

- Led team of engineers that provided 24/7/365 Premium Technical Support Online and Onsite
- Served as an escalation manager for high-profile customer incidents and as a strategic advisor for customers, highlighting opportunities for upgrade paths, user adoption, training, best practices, migrations, and documentation.

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- Structured Premium Support into pods of specialists, which contributed to reducing escalations and overall time to resolve.

Technical Experience

Netuitive (Full-stack Cloud Infrastructure Monitoring, SaaS) 2015 - 2017

Senior Platform Support Engineer / Technical Account Manager

- Provided technical support for SaaS agent-based cloud infrastructure monitoring, machine learning, alerting, and cost analysis.
- Achieved 100% customer satisfaction via customer surveys for two years.
- Performed Technical Account Management for prospective customers: providing product demonstrations, customized benefit reports, deployment and technical support, agent customizations, and coordinated touch points with sales executives.
- Provided ongoing maintenance and technical support for the legacy on-premise software while performing migrations to Cloud.

Virginia Tech - University Computing Support, 4HELP 2008 - 2010

Technical Consultant / Get Connected Program Leader

- Leader of student technician teams to diagnose and resolve computer and network issues across the campus, providing on-demand service, training, and orientation.
- Served as Program Leader for summer programs that readied the university computing department for student move-in and the first week of classes, including technician recruitment.
- Presented University Computing Services and Programs orientation to 18k attendees during Freshmen Orientations.

Volunteerism

Long Branch Creek Civic Association, Arlington County, Virginia

President (2018-2019), Treasurer (2016-2018), both serving as local leader and advocate

Arlington County Community Development Citizen's Advisory Committee, Virginia

Charged with making recommendations to fund support low- and middle-income communities.

Honor Flight

DCA Airport Greeter (2016-2018) to welcome veterans for tours of DC war memorials.

Eagle Scout, Boy Scouts of America

Order of the Arrow, Letter of Commendation (Citation) 18th US Army Security Agency.

Education

Virginia Polytechnic Institute and State University (Virginia Tech) Fall 2010

Bachelor of Arts in History, Phi Alpha Theta, Dean's List, Phoenix Award