

Revolutionary Technical Executive Dedicated to Transforming Businesses with Big Data Analytics

“Information is the oil of the 21st century, and analytics is the combustion engine.” – Peter Sondergaard

Remarkable track record of leveraging resources to meet diverse business demands and deliver world-class big data solutions for Fortune 500 companies. Valued by diverse organizations for radically improving operational efficiency, profitability, and customer service by introducing game-changing predictive analytics. Expert at managing the full lifecycle of complex global implementations. Extensive success in the training, motivation, and leadership of the tech industry’s brightest new stars.

**Increased All Big Data Category Sales by 26%+ | Turned Around Underperforming IT Operations
Drove \$42M Production Boost | Led Team of 110+ IT Experts | Earned Master’s Degree from MIT**

competencies

- Global Enterprise Solutions
- Data Science & Analytics
- Team Building & Inspiration
- Staff Management & Training
- Natural Language Processing (NLP)
- C-Suite Engagement
- Cloud Computing
- Predictive Analytics
- Algorithms & Metrics
- Internet of Things (IoT)
- Emerging Trends & Technologies
- Software as a Service (SaaS)
- Proof of Concept (PoC) Design
- Structured & Unstructured Data Solutions
- Biometrics & Behavior Analysis

Key Tools Used: Hadoop, HANA, Big Table, Cassandra, Amazon Web Services, Google App Engine

career progress

DATA MASTERS, San Francisco, California, 2017 to Present

Startup company that has transformed 3,200 global corporations with big data services/solutions since 2017.

Co-Founder / Chief Solutions Officer

Enable diverse companies to become data-driven powerhouses by convincing them to fully adopt big data analytics throughout all areas of their businesses. Educate C-level stakeholders on the advantages of using big data analytics and develop convincing PoCs that demonstrate tangible benefits, even during initial testing phases. Lead and motivate team of 16 future-thinking big data experts to create revolutionary technical solutions that consistently exceed the expectations of even the most ambitious client organizations.

Delivered service innovations that led to incredible business gains. Increased sales of information management systems 53.3%, cloud-based platforms 46.7%, open-source software 33.3%, and big data analytics 26.7%.



Designed insightful and scalable enterprise plans that empowered organizations to better adapt to ever-changing trends and disruptive innovations.

Notable Business Transformations:

- **Boosted sales 186% for an e-commerce company** by implementing real-time purchase recommendation capabilities that convinced consumers to buy more products and subscribe to the website.
- **Grew year-over-year revenue 19% for a national hotel chain** after introducing predictive models to better forecast demand and strategize prices.
- **Enabled ABC Airlines to improve customer service ratings 15%.** Used big data analytics to identify/solve customer pain points regarding lost baggage, prompting development of the new “Track My Bag” mobile app.
- **Positioned hospital system to save more lives and greatly enhance patient care.** Allowed client to leverage big data insights from a wide range of analytical platforms to better inform chronic disease treatment plans.

GLOBAL TRAINING CORPORATION, San Francisco, California, 2012 to 2017

Billion-dollar subsidiary of ABC Incorporated with 3,800 employees serving 1+ million learners in 120+ countries.

Executive Director of Information Technology

Directed organization of 110+ IT professionals, inspiring cross-functional teams to peak performance levels. Significantly improved application development, network engineering, datacenter operations, desktop management, information security, and solutions innovation. Spearheaded initiatives that optimized the customer experience (CX) and supported the global training organization by sharing best IT practices with 3,800 employees worldwide. Controlled \$25 million P&L.



Turned around underperforming operations enterprise-wide by completely restructuring the entire IT organization. Deployed high-impact digital and data strategies.

Notable Business Transformations:

- **Grew application development team 45%, adding 26 positions without additional spending**, by replacing long-term contractors with full-time employees (FTEs). Recruited top talent to leverage advanced data science expertise.
- **Created valuable customer feedback loop** that empowered trainers to continually upgrade services. Developed proprietary algorithmic measurement to better track student training performance.
- **Designed mobile application and added features to gain critical customer insight**. Extended classroom training opportunities through mobile phones/tablets and enhanced virtual learning experiences.
- **Advanced research and development (R&D) capabilities** by forming partnership with Massachusetts Institute of Technology (MIT). Initiated MIT classroom projects that benefited students and the company alike.

ACME AUTOMATION, Boston, Massachusetts, 2007 to 2012

Manufacturer of systems used to automate retail/manufacturing operations for customers around the world.

Director of Information Technology

Administered \$19 million budget and directed 17 IT leaders who ensured exceptional support to 780+ databases and global operations. Designed architecture for online applications, built data warehouse, and introduced effective database migration methods. Recommended technologies and implementation strategies to the CIO.



Identified and capitalized on new methods to reduce downtime, maximize system security, improve information recoverability, and increase data throughput.

Notable Business Transformations:

- **Solidified cloud strategy**, transferring datacenter applications to a private cloud-based platform. Leveraged infrastructure as a service (IaaS) offerings from a leading datacenter and cloud provider.
- **Spurred \$42 million in additional production output**, and reduced quarterly downtime by 280+ hours, after designing and deploying new database architecture.
- **Brought network uptime from 88% to 99.6%** within 8 months of consolidating servers, and virtually eliminated downtime 6 months later after auditing systems.
- **Led all IT employees to earn certifications** in Oracle, Microsoft, Sybase, and IBM by instituting robust internal skillset expansion programs. Produced comprehensive training materials.

Past success as the Manager of Database Architecture and Administration at Boston University.

education**MASSACHUSETTS INSTITUTE OF TECHNOLOGY (MIT), Cambridge, Massachusetts**

Master of Science in Computer Science / Bachelor of Science in Computer Science

Résumé Strategy

While developing a fresh and modern résumé for one of Silicone Valley's newest big data champions, I wanted to highlight some of the latest and fascinating ways big data solutions could help diverse companies.

The client's goal was to bring big data analytics/solutions that could help companies who were otherwise uninformed of the many different benefits associated with this exciting concept. Therefore, I led off with an inspirational quote that emphasized the importance, and even necessity, of analytics in 21st-century business. In addition, I highlighted a wide range of achievements he produced for his clients in his current position.

To further round out this client's value proposition, I inserted an achievement cluster after the opening summary that focused his leadership/academic background and the results he produced for his employers.

His earlier roles focused more heavily on traditional IT leadership, which I worried might be considered stale to the employers he was targeting throughout San Francisco. For this reason, I tried to make the presentation bright, fun, and a little cutting-edge while inserting bold strips of navy to offer the gravitas normally expected in chief officer positions.