

Global Technology and Business Executive with a successful history of helping growing companies scale their products and operations while maintaining profitability and superior customer experience. Consistent record of building and leading high performance teams, managing annual budgets exceeding \$30M, and exceeding customer and internal service level agreements. Experienced information security leader protecting high-risk organizations from online and offline threats. Notable successes and strengths:

- **Rapid Growth:** Scaled technical operations for ecommerce site growing >90% annually, expanding technical team by 400% and infrastructure by 800% while improving site performance, site availability and time to market for new releases.
- **Customer Delight:** Spearheaded a customer experience strategy resulting in net promoter scores consistently exceeding 90.
- **Mergers and Acquisitions:** Successfully led or participated in multiple M&A transactions, including the sale of majority stake of a data center company to NTT Communications for more than \$350M.
- **Security Leadership:** Protected over \$8B in online transactions by creating risk-based information security practices at multiple companies.
- **Brand Evangelist:** Frequent speaker and thought leader at industry conferences including Gartner, Structure, Uptime, Data Center Dynamics, CA World, IMN and 7x24 Exchange.

Capabilities that Empower Effective Growth

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|--------------------------|------------------------------|---------------------------------|
| ▪ Team Development | ▪ Strategic Planning | ▪ Program Project Leadership |
| ▪ Process Optimization | ▪ Organizational Development | ▪ User Experience |
| ▪ Operational Excellence | ▪ P&L Management | ▪ Product Lifecycle |
| ▪ Risk Management | ▪ Budget Cost Control | ▪ PCI SSAE 16 FISMA HIPAA |
| ▪ Business Continuity | ▪ KPI Metric Creation | ▪ SOX Audit Compliance |

A Career of Leading High Performance Technology Teams

RagingWire Data Centers, Inc. (an NTT Communications Company) California, Virginia, Texas 2011 – 2016
\$1B colocation company serving key Internet and enterprise customers, specializing in 100% availability.

SVP | CHIEF TECHNOLOGY OFFICER | CHIEF INFORMATION SECURITY OFFICER

Chosen to mature technology department of rapidly growing data center company as business expanded from two buildings in one geographic location to a national footprint. Led all aspects of technology including IT architecture, software development, systems and network engineering, product management, information security, IT operations, and managed services delivery. Oversaw development of internal applications and customer-facing portal. Acted as a brand evangelist and thought leader, speaking at numerous conferences each year. Sought after as an expert in the areas of DCIM and colocation. Frequent corporate blogger and contributor to industry websites.

- Built team of over 70 IT professionals in California, Virginia and Texas.
- Expanded facilities from two data centers in Sacramento to five facilities in California and Virginia, providing approximately 80MW of IT load and 1,000,000 square feet, with additional facilities under construction.
- Successfully led the divestiture of cloud subsidiary StrataScale, Inc. in October 2013.
- Played key role in sale of majority stake of RagingWire to NTT Communications in January 2014.
- Created enterprise data center infrastructure management (DCIM)/Industrial IoT strategy.
- Established and executed on data center network interconnection strategy.
- Acted as COO during eight-month leadership transition, with additional responsibility for critical facilities operations, infrastructure delivery and physical security.
- Consistently achieved SSAE 16, PCI, HIPAA and FISMA compliance with zero exceptions.

- Member of the strategic site selection team that acquired land in Virginia and Texas for new facilities, and performed due diligence on properties in Santa Clara, Chicago and New York.
- Created customer delight program that focused on improving the experience of every customer interaction. Drove company NPS >65 and transactional NPS >90 for over two years.
- Exceeded all customer SLAs annually including 100% facility availability, 99.99% network availability and <60 minute response time for remote hands services.

StubHub, Inc. (an eBay Company) California, Kansas, Connecticut, UK, China
\$2B online marketplace of sports and entertainment tickets.

2007 – 2011

DIRECTOR OF SITE OPERATIONS

Recruited to build operational stability and scale core infrastructure of ecommerce site growing >90% year over year after acquisition by eBay. Partnered with engineering and product teams to overhaul product development process, site architecture, and staff organization to drive site performance, availability, security and time to market. Oversaw \$16M operating and \$12M capital budget annually.

- Led international team of >50 systems, network, database, and security administrators in the US and China.
- Established and implemented scalable, highly available multi-data center strategy to service the needs of a rapidly expanding ecommerce operation.
- Drove continuous improvements in site performance and availability, achieving >25% improvements every year.
- Redesigned code deployment architecture and development process to reduce time to market from one release per quarter to one major release every two weeks, and multiple daily bug fix releases.
- Performed due diligence on multiple potential acquisitions, including successful purchase of Kansas-based Ticket Technology, Inc. in 2008.

Copart Auto Auctions, Inc., California

2004 – 2007

\$2.2B online auction company specializing in salvage auto auctions.

INFORMATION SECURITY MANAGER (2005 - 2007)

Promoted to create information security practice to protect customer transactions and internal systems from emerging threats. Collaborated with executive team to identify and mitigate security risk, coordinated response to specific security incidents, and established audit and compliance framework.

- Commanded IT response to all audit and compliance requests including Sarbanes-Oxley audits, customer security audits, and Business Software Alliance (BSA) audits.
- Wrote and maintained all IT compliance policies including security, acceptable use, and SDLC policies. Advised other IT managers on policy compliance.
- Performed black-box reviews of new application releases, searching for potential vulnerabilities.
- Led security incident response including forensic analysis and attack duplication.
- Performed due diligence on acquisition of UK-based Universal Salvage, plc. In 2007.
- Featured in Copart 2006 annual report "Heed the Call" for IT response to establish emergency facilities during Hurricane Katrina remediation.

CORPORATE COMPUTING SERVICES MANAGER (2004 – 2005)

Recruited by customer to mature internal IT delivery for rapidly growing auction company as it transitioned from traditional in-person live auctions to 100% online transactions. Managed day to day responsibility for Corporate IT Infrastructure, covering 120+ locations and 2,400+ employees, and 50+ Windows servers. Integrated corporate systems with legacy AS/400 and Unix systems, and evolving real-time auction systems.

- Collaborated with eCommerce and Operations teams to promote better integration. Introduced alternate Windows and Linux based technologies to augment traditional IBM AS/400 and Sun Solaris systems throughout the enterprise.
- Converted corporate e-mail system from AS/400 POP to Microsoft Exchange 2003.
- Administrated multiple database platforms including MS SQL 2000, MSDE, MS Access, and Oracle 9i.
- Assisted with design and build of 1/2 MW Las Vegas Disaster Recovery Center.
- Implemented new departmental applications including ADP Payroll, ADP Human Resources, and InterVoice/Siemens Interactive Voice Response (IVR) Application Suites.

FusionStorm, Inc., California, Massachusetts

2000 – 2004

Leading value added reseller (VAR) and managed service provider (MSP) serving the Internet revolution.

VICE PRESIDENT OPERATIONS – Stormwatch Services, Inc. (2001 – 2004)

Led the creation and operation of Stormwatch, a wholly owned Managed Service Provider (MSP) subsidiary of FusionStorm. Managed P&L responsibility for company, achieving profitability in fourth month of operation. Responsible for all aspects of managed services deliverables, including daily oversight of Stormwatch Remote Management Operations Center (RMOC) providing 24x7 monitoring and management of client systems, networks, applications and databases.

- Launched expanded service offerings in January 2002. Rebranded all services offerings building upon "Storm" brand. Oversaw all aspects of new marketing strategy including logo rebranding and web site development.
- Created "Stormwatch Certified Solution Provider" partner program and "Powered by Stormwatch" channel program.
- Received numerous awards for quality of service offerings, including 2002 HP OpenView Crystal Award for Best Internet Based Solution, and 2003 Sun Microsystems Best SunTone Certified Solution.

VICE PRESIDENT MANAGED SERVICES | DIRECTOR OF SALES ENGINEERING (2000 – 2001)

Co-Founder of FusionStorm service division as a rebrand and relaunch of five-year old VAR known as Synergistic Computer Solutions with a focus on managed services. Oversaw the development of all new Managed Services and managed P&L responsibility for division. Led operation of FusionStorm Remote Management Operations Center (RMOC) providing 24x7 monitoring and management of client systems, networks, applications and databases.

- Designed the sales process including roles and responsibilities, assessment process, and closing techniques. Conducted sales and product training for sales team. Hired and managed nationwide team of Sales Engineers.
- Optimized the Professional Service Group from October 2000 to March 2001, doubling Professional Service Sales while reducing headcount by 70%.
- Performed assessments of client's technology infrastructure and business requirements to develop Managed Service sales proposals.

MicroAge, Inc., California, Arizona

1997 – 2000

Value added reseller (VAR) and professional services provider serving the Fortune 500.

PROFESSIONAL SERVICES MANAGER | SENIOR CONSULTING ENGINEER | SENIOR CLIENT REPRESENTATIVE

CompUSA, Inc. – Direct Sales Department, California

1995 – 1997

Corporate division of retail value added reseller (VAR) serving small/medium business and Fortune 1000 customers.

CORPORATE ACCOUNT EXECUTIVE | CORPORATE ACCOUNT MANAGER

Danville Financial Group, Inc., California

1992 – 1995

Wholesale and retail residential mortgage broker.

DIRECTOR OF MARKETING | SALES MANAGER | WHOLESALE BRANCH MANAGER | REAL ESTATE LOAN CONSULTANT

Education and Certifications

Master of Science in Information Technology (MSiIT), Specialization in Information Security, Capella University, 2005

Bachelor of Science (BS), Business Administration and Management, Pepperdine University, 1992

CISSP Certified Information Systems Security Professional, 2003 – Present

CISM Certified Information Security Manager, 2006 – Present

CCNA Cisco Certified Network Associate, 1999 – 2014

CCDA Cisco Certified Design Associate, 1999 – 2014

MCSE Microsoft Certified Systems Engineer, 1999 – Present

Numerous additional certifications spanning over 15 years