

Cloud Engineering and Operations Leader

Technical Leadership | Global SaaS Operations | IT Infrastructure | Incident Management

Strategic technology executive with expertise in leading global teams in IT, cloud, and hosting operations for SaaS, human capital management, healthcare, and supply chain industries, with a track record of shaping enterprise technology strategy, strengthening operational performance, and reducing risk across mission-critical platforms.

- Demonstrated success in building and delivering results, revenue, and scale of support models for cloud services by developing strong relationships across organizations and cultivating high-performing teams that excel at execution.
- Exceptional communicator skilled at building and leading talented global technical teams, navigating dynamic work environments, and ensuring personnel have the tools and support necessary to perform effectively.
- Proven track record of advancing ITSM practices – including incident, problem, change, and service readiness – to improve reliability, accelerate response, and enhance customer outcomes.

KEY ACCOMPLISHMENTS

Expanded Global Cloud Hosting Capabilities to Support 7x Customer Growth: Scaled a mission-critical SaaS platform from 600 to over 3,800 customers across North America, EMEA, and APAC by expanding IT Infrastructure and Cloud Operations in the U.S., Canada, U.K., and Australia. Built and led globally distributed infrastructure teams to meet 24x7 availability, compliance, and performance standards with scalability to support usage.

Built 24x7 Incident Response Framework for Health SaaS Platform: Led the creation of a global Incident Management program for a health plan management system, coordinating teams across the U.S. and India. Implemented structured triage, escalation paths, and root cause analysis (RCA) processes that reduced SLA-impacting incidents and customer escalations within six months.

Established Performance-Based Vendor Governance Model: Created and enforced KPIs, SLAs, and compliance controls across cloud, hosting, and staffing vendors supporting global SaaS operations. Conducted quarterly business reviews, led contract negotiations, and introduced risk management assessments to ensure service delivery and regulatory alignment.

Transformed Help Desk and Incident Management Post-Acquisition: Successfully transitioned a healthcare IT help desk from an MSP model to internal staffing across the U.S. and India within four months post-acquisition. Redesigned ticket triage and escalation workflows, improving time-to-resolution and customer satisfaction for a 24x7 SaaS platform.

WORK HISTORY

Managing Director of Product Hosting and Shared Services

UST HealthProof | Atlanta, GA | 01/2023 – 07/2024

Successfully led the 115-person Product Hosting and Shared Services (PHSS) team, managing a \$55m budget overseeing enterprise architecture, infrastructure, network infrastructure, compliance, change management, DevOps, cloud security, database administration, disaster recovery, help desk, incident management, solution engineering, and information technology operations for SaaS applications in a SOC2/HITRUST-compliant technology landscape.

- Directed cloud capacity planning and performance optimization initiatives across Azure environments, aligning resource utilization with budget objectives and achieving 45% cost savings while maintaining SLA and disaster recovery readiness.
- Drove \$450k of annualized savings for engineering and service delivery teams by modernizing and consolidating cloud services infrastructure and applying FinOps principles of resource tracking and cost allocation.
- Decreased SLA penalty costs 80% in 18 months by implementing process and infrastructure improvements.
- Delivered \$5.2M in cost savings by restructuring contingent staffing and integrating offshore teams, resulting in improvements for global release management and shared services delivery.
- Oversaw configuration management functions including application support, upgrades, and environment buildouts for internal and external customers by prioritizing resources and using automation to improve efficiency.
- Led technical response and incident assessments for vendor-based security and service delivery issues.
- Streamlined the customer sales and onboarding experience by working closely with legal, sales, and implementation organizations.

Strategic Technical Advisor, Principal

Dayforce | Atlanta, GA | 07/2019 – 06/2022

Established and led R&D technical operations for the Dayforce Wallet platform, setting up distinct FinTech solutions for the U.S. and Canada with country-specific regions in Azure to enable employees to securely receive earned wages on demand.

- Drove product launch while early in the COVID-19 pandemic by delivering deep technical engagement, production monitoring, incident response, data analytics, site reliability, change management, technical vendor management, and key engineering direction.
- Outperformed customer-facing growth expectations by measuring solution performance and transaction success rates of the banking partners and establishing vendor KPIs.
- Ensured effective platform design by enforcing Site Reliability Engineering (SRE) principles, ensuring robust testing capacity, bridging communications with the Wallet development organization, and driving stability and accuracy across numerous 3rd party integration points across banking, identity verification, loyalty, and payroll providers.

Vice President of Cloud Hosting

Dayforce | Atlanta, GA | 10/2013 – 06/2019

Led the 55-person global Cloud Hosting organization managing planning, implementing, and maintaining IT operations to support the company's global SaaS Cloud Human Capital Management platform, with compute services delivered from U.S., Canada, United Kingdom, and Australia.

- Oversaw 7x expansion in cloud hosting services to meet customer growth over my 6-year term. The product supported 3,800 customers (3.3M employees) with shared access on a Cloud-oriented infrastructure platform.
- Generated \$530M in total cloud hosting revenue from the Dayforce and Powerpay products.
- Expanded team by 70% across the US, Canada, UK, and Mauritius by creating efficient Systems Administration, Database Management, Systems Engineering, and Operations teams.
- Added 5 global data centers production & disaster recovery capabilities in the U.S., Canada, U.K., and Australia.
- Exceeded contract Service Level Agreements, consistently delivering over 99.97% monthly application availability, ensuring client retention through platform stability and fault tolerance.
- Ensured SLAs and KPIs were exceeded by managing a global MSP supporting the physical infrastructure platform.
- Ensured compliance and facilitated discovery for Hosting's obligations in support of GDPR, SOC, and ISO compliance certifications and commitments.

EARLIER CAREER

Director of Hosting and Technical Services, EMEA | Blue Yonder | Stokenchurch, UK | 07/2011 – 08/2013

- Accepted a two-year international assignment to the UK office to consult with strategic European customers to enhance implementation and operational activities for their hosted and self-hosted supply chain and workforce management solutions.

Director of Hosting Services | Blue Yonder | Atlanta, GA | 02/2004 – 06/2011

- Led the Hosting Services team of 26 professionals responsible for Cisco networking, IT infrastructure, information systems, database management, disaster recovery, monitoring, response, and web hosting capabilities for supply chain, transportation, warehouse, and workforce management SaaS applications in 5 data centers across London, Atlanta, Sydney, and Sterling.

EXPERTISE

Technical Skills:	Cloud Operations, Digital Transformation, Project Delivery, Service Delivery, Disaster Recovery and Business Continuity Planning, Troubleshooting, Root Cause Analysis (RCA), Predictive Analytics, Technical Requirements, VMware, NAS/SAN Storage, Networking, IAM, Infrastructure-as-Code, CI/CD, ITSM, Change Control, Cloud Infrastructure, Cybersecurity Applications: JIRA, ServiceNow, MS Azure, SmartSheet, SolarWinds, Microsoft Office Suite
Management Skills:	Strategic Leadership, Professional Communication, Financial Operations, Continuous Improvement, Procurement Processes, Relationship Management, IT Risk Management, Performance Management, Thought Leadership, Resource Allocation, Workforce Management, Stakeholder Management, Collaboration, Project Management, Escalation Management, Security Operations, Functional Requirements, MSP Vendor Relationships, Mentoring, Crisis Management, M&A Integration, Portfolio Management

EDUCATION AND CERTIFICATIONS

Bachelor of Science, Business Administration, University of Florida, Gainesville, FL

Certification: Amazon Certified Cloud Practitioner (AWS) – Amazon (2025)

Certification: Amazon Certified Systems Architect Associate (AWS) – Amazon (2025)

Certification: Certified Information Security Manager (CISM) – ISACA (2025)

Certification: FinOps Certified Practitioner – Linux Foundation Program (2025)

Certification: ITIL v4 Foundation in IT Service Management – PeopleCert (2025)

Certification: Microsoft Azure AZ-900, AZ-500, AZ-104, AI-900 – Microsoft (2022)