EMILY COSTA

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IT DIRECTOR

Fueling rapid business growth and competitive advantage with transformational enterprise technology solutions

Forward-thinking technology innovator with unprecedented success building next generation enterprise applications across global markets. Consistently deliver winning solutions by promoting innovation and thought leadership and bringing new solutions to market that improve efficiency, reduce risks and catapult productivity. Dynamic reputation for building globally matrixed teams at scale, instilling energy and collaboration in deploying top-tier products. Champion of design thinking and agile methodologies to power rapid development. Define technology roadmap, IT architecture and best in class software development practices, adapting to a constantly changing technology landscape. Possess a BS in Computer Science and Electrical Engineering and a Chief Technology Officer Certification.

Areas of Excellence: Product Management • Product Engineering • Cloud Architecture • SDLC Framework • Technology Roadmaps • Project Management • Budget Management • Cybersecurity • Data Protection • IT Compliance • Risk Management KPI/Metrics Measurement • Code Reviews • Agile & Scrum Methodologies • Hiring & Team Management • Vendor & Partner Management • Contract Negotiations • French & English Fluency

REPRESENTATIVE VALUE AND IMPACT

— **Product Development:** Lead ABC Technologies' engineering team in architecting, building and scaling the next generation of mobile and web products. Led integration of DevOps and QA best practices and processes, ensuring systems are scalable, development is reproducible, tested, and deployment processes are efficient.

— **Strategic Client Partner:** Trusted advisor to client technology leaders and business executives. Called upon to lead the most complex client projects. Requested by Verizon Wireless to lead a complex enterprise project, the development of a new system that drove a $24.5M savings for Verizon.

— **Technology Operations Leadership:** Experience leading a geographically distributed software engineering organization comprised of multiple teams. Realized revenue growth and operational cost reductions by restructuring ABC's technology teams and leveraging Agile development methodologies to shorten development timeline while driving top product quality.

PROFESSIONAL NARRATIVE

ABC TECHNOLOGIES INC. – New York, NY | 2013 - Present
Vice President, Engineering & Information Technology

Provider of asset lifecycle management software for the telecom and utility industries.

In charge of overall technology strategy, steering development of innovative programs and applications accounting for 90% of company sales. Report to the CEO, partnering in creation of the technology roadmap and development of annual budget plan. Manage $750K budget and lead 35+ onshore and offshore Engineers, Developers and Project Managers (95% of the company) in design requirements, consistency of user experiences and continuous enhancement of product features and functionality. Lead DevOps design experience, CI/CD, and Product Based Operating Models. Establish KPIs and analyze metrics to uncover risks and opportunities and track efficacy and reliability of product delivery.

Oversee cybersecurity efforts and information security practices in alignment with PCI, GDPR, SOC2 and other compliance frameworks. Partner with marketing, sales and product teams in creation of advertising and subscription models applying understanding of the intersection of product, data, services and customer experience. Promoted 4 times within 10 years for ground-breaking contributions ultimately serving as a key member of the executive leadership team. Launched career with ABC as a Lead Business Systems Analyst advancing to Senior Software Developer, Senior Solution Architect, to Software Engineering & I.T. Director and to V.P. of Engineering & IT.

▶ Transformed product offering and drove $2.5M in annual revenue through innovation of ABC's premiere asset management solution replacing the company's legacy project. New product introduction enabled client expansion from solely large telecom providers to diverse small to mid-sized businesses.

- ▶ Grew client base to 150 small to mid-sized businesses, 5 major telecom companies and ~1000 individual users utilizing Sitehound, a configurable tracking software to manage the full asset lifecycle from receipt to disposal.
- ▶ Advanced technology offering through design and implementation of GIS tracking with location data collected automatically for field inspection processes.
- ▶ Reduced costs by ~25% by eliminating configuration requirements of the legacy product through innovation of an "out of the box" solution.
- ▶ Realized a $24.5M+ savings for Verizon Wireless by creating, coding, and implementing a sophisticated Excess Order Management solution.
- ▶ Boosted productivity and captured 85% revenue growth by developing processes to boost team-wide skills and performance expectations, strengthening product and service options and shortening development timeline.
- ▶ Restructured technology team for optimal efficiency. Hired a Principal Architect and established dedicated Development Managers for Web and Mobile.
- ▶ Drove ~35% cost reduction for clients by eliminating Oracle licenses through transition from Oracle to PostgreSQL open source.
- ▶ Established partnerships with leading technology companies including SAP, Oracle, Netsuite, Honeywell, Zebra and MapTiler for integration with Sitehound.
- ▶ Protected confidential data and minimized threat of data leakage or hacking through implementation of cookie and data policies following GDPR guidelines.
- ▶ Enabled monthly releases and major quarterly releases by transitioning development from Waterfall to an Agile operating model.
- ▶ Advanced technology team skills and promoted application of evolving technologies through institution of an education payback reimbursement program for up to $3500 dollars.
- ▶ Steered design and implementation of operational quality management processes for attainment of ISO 9001 standard.

123 CORPORATION – New York, NY | 2010 - 2013
Global Systems Delivery Expert

Education technology company that develops interactive whiteboards, software, audience response systems and interactive tools.

Partnered with technologists and client stakeholders in design and development of applications. Researched, diagnosed and resolved client data issues. Created customized client reports.

EDUCATION AND CERTIFICATIONS

Bachelor of Science, Computer Science & Electrical Engineering – University College

MicroMasters Credential in Supply Chain Management – MITx
Chief Technology Officer Certificate – Institute of Executive Education
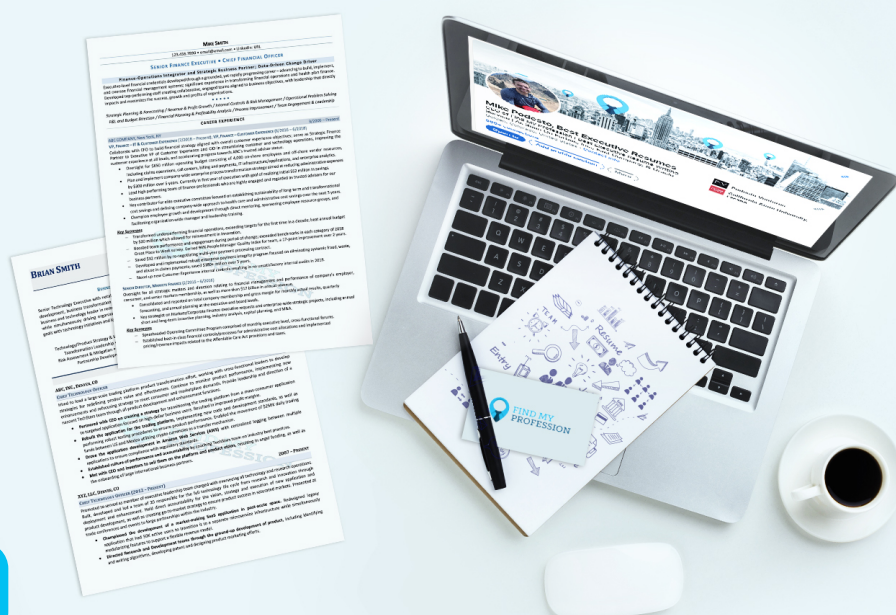
TECHNICAL SKILLS

Warehouse Management Software • Asset Lifecycle Management Software • Asset Tracking Software • XML • Kotlin • Java JavaScript • SQL • Node.js • React • Vue • Angular • C • C++ • C# • ActionScript • Tomcat • Microsoft SQL Server • AWS WebLogic • .NET • Shell Scripting • Git • Jira • REST • Linux • HTML5 • ASP.NET • Azure • SAML • SAP ERP • Oracle (PL/SQL) PostgreSQL • ServiceNow • Python • NetSuite • Redis • TypeScript • Terraform • CI/CD • Docker • Bootstrap • Vue.js

FIND MY PROFESSION

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