ALEX ODINTSOV

ENTERPRISE SOLUTIONS DELIVERY, INTEGRATIONS & OPERATIONS | STRATEGIC AGILITY | BUSINESS RESILIENCE

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EXECUTIVE SUMMARY

Information Technology professional with over 14 years of leadership experience enabling organizations to deliver exceptional consumer-facing digital experience products, utilizing innovative technologies in the financial services industry. Core leadership capabilities include:

- Applying a best-practices approach to drive the development of technology and application solutions, building secure, highly scalable, and performant multi-tenant SaaS and mobile commerce solutions, API platforms, and B2B integrations
- Guiding product development strategy, driving modernization initiatives, and making executive-level prioritization
- Designing technology strategies based on business goals and then translating such strategies into actionable plans
- Ensuring the development of robust business continuity plans and maintenance for systems and infrastructure
- Recruiting, mentoring, and managing diverse high-performing teams of technical personnel from around the globe
- Championing best practices, automation, and innovative thinking to maximize team productivity
- Instilling rigorous software quality/security/compliance standards and driving the development of support documentation
- Ability to work and influence across functional teams with different mindsets, cultures, and decision-making frameworks
- Developing technology budgets, optimizing costs, and monitoring expenditures

Firsthand experience in interface and integration services architecture and software engineering development:

- Building and supporting data management solutions (database schemas, data protection), workflow optimization (automation, redundancies elimination, batch processing), microservices/API-based architectures, and distributed multitiered systems architectures to optimize and streamline device-agnostic content delivery
- Implementing Business Intelligence / Data Analytics (data mining, transformation, validation, processing)
- Competency in the configuration, deployment, and operation workloads (services/network/storage/traffic) in cloud
- Technically strong enough to roll up my sleeves and work directly on projects when needed

WORK EXPERIENCE

ADTALEM GLOBAL EDUCATION, ATLANTA, GA
DIRECTOR OF TECHNOLOGY   **01/2020-PRESENT**

- Led the ACAMS technology group with responsibility for design, delivery, operational readiness, and production support operations (Engineering, QA, Database, DevOps, Security, Business Analysts, and Technical Support teams)
- Managed remote, and offshore teams, including 19 FTE employees and ten contractors
- Secured multi-million-dollar contract by fulfilling all contractual obligations and meeting the tight deadlines
- Spearheaded the redesign and world-wide launch of the ACAMS's Anti-Money Laundering compliance solution
- Established essential policies and quality best practices Agile/Kanban/SRE/DevOps principles and continuous integration
- Guided major processes and digital customer experience improvements concentrating on non-functional aspects of product development and quality testing such as performance, reliability, availability, scalability, security, and compliance
- Championed migration of the legacy monolithic web system to an ecosystem of microservices
- Established 24x7, 3-tiered, international production support functions, including ITIL practices (Change/Release/Incident Management) and directed management and execution of the business's IT operations (NOC/SLI/SLO/SLA, monitoring)
- Redesigned consumer-facing products to deliver consistent cross-platform global Brand and unified Shopping experience
- Improved operational efficiency by adding Omni-channel capabilities (engagement tools) and adapting A/B or Split testing
- Established a "culture of accountability" by setting clear expectations, responsibilities and aligning teams on shared goals
- Improved business decision-making based on data/analytics and cultivate a culture of continuous improvement
- Organized and directed client engagements, championing the "Customer First" strategy
- **Technology:** Java/J2EE, RESTful APIs, React.js, Node.js, Play, Scala, Junit, Spring, MySQL, Selenium, JMeter, AWS
- **Notable Clients:** Mastercard
- Supported Standard and Regulatory Compliance requirements: SOC 2, PCI SSC, GDPR

WOLTERS KLUWER TAX AND ACCOUNTING US, KENNESAW, GA
DIRECTOR OF SOFTWARE DEVELOPMENT AND OPERATIONS   **02/2008-01/2019**

- Led the development organization responsible for driving vision, strategy, and execution of strategic and operational business initiatives (Engineering, Database, QA, Data Analytics, Security, DevOps, and Production Support teams)
- Effectively managed onshore, nearshore, and offshore teams of 47+ employees and 15 seasonal contractors in 5 countries
- Responsible for high-quality technology deliverables to over 60,000 professional businesses and government agencies (desktop, web, mobile, eCommerce consumer-facing apps, B2B integrations), generating over $175 million in revenue
- Defined IT roadmaps enabling product development in support of cloud readiness, onboarding, and cloud transformation

- Launched first cloud-native web tax compliance software in the professional accounting industry (microservices/API)
- Directed product and process improvements for leading high-traffic transaction processing system (https://bit.ly/33xRnFx)
- Led modernization initiatives to transform legacy monolithic systems into decomposed services and shared components
- Championed creation of a global API platform, which pushed dramatic gains in productivity, speed, agility, and reliability
- In collaboration with the leadership team, defined product strategy for enabling a global API framework monetization (API-as-a-Product) and led the business initiative to drive partners program success through better channel enablement tools
- Influenced adaption of an effective product development culture based on the CALMS model (Collaboration, Automation, Lean, Measurement, and Sharing), created the Operations department (DevOps/SRE/DevSecOps), led executions of "Proof of concept" (POCs) and plans for adoption on Service Mesh, API Management, Web, and Mobile technologies
- Developed strategic partnerships with major vendors and financial service providers, supporting B2B/B2C integrations (transactional, ERP, authentication, payment, and analytics integrations with major US banks and government systems)
- Transformed the organization from a waterfall project methodology to Agile Software (Scrum/SAFe/Kanban)
- Aligned standard procedures and policies in Application Development, Quality Assurance, Data Center Operations, and IT to meet audit, security, compliance, and service level expectations (Attained CMMI Capability Level 1 and 2)
- Transformed Quality Testing by investing in automation, scalability, and strategy, including behavioral targeting
- Improved customer experience by launching self-service portals and implementing an AI bot-based support strategy
- Launched a cross-divisional business analytics platform, incorporate data-driven insights across diverse sources into day-to-day operations and planning (customer experience strategy, support efficiency, products, and services personalization)
- Consolidated four regional data centers in two geographically redundant IBM data centers and the cloud
- Migrated over 200 hosted legacy systems across 900+ servers with virtually no impact on business operations to the cloud
- Architected and managed the implementation of a disaster recovery strategy as a part of the corporate business continuity
- Executed post-acquisition integration of three major software companies, running complex business operations at scale
- As a member of government "Strategic Threat Assessment & Response" (STAR) Working Group, championed integration of nationally recognized standards and best practices of anti-fraud initiatives into business risk management programs
- **Technology:** .NET, C#/ASP.net, Java/J2EE, RESTful APIs, React.js, Redis, MSSQL, Oracle, MySQL, SSRS/SSIS, Azure
- **Notable Partners/Clients:** IRS, HSBC, TPG (Santa Barbara), River City, Republic, PwC, H&R Block, Western Union
- Supported Standard and Regulatory Compliance requirements: SOC 1 & 2, PCI DSS & SSC, GDPR, NIST, DISA STIGs

RELEVANT EXPERIENCE

UNIVERSAL TAX SYSTEMS INC., ROME, GA   04/1999-02/2008
- Manager, Application Development
- Software Development Team Lead
- Senior Software Architect
- Software Developer

TECHNICAL PORTFOLIO

- **Product & Technology Leadership** (Strategic Planning, Product Development, Process Improvements)
- **Software Engineering** (SDLC, Agile/Scrum/Kanban/SAFe, Cloud Native, .NET/JAVA/PHP/Node.js, RESTful/Web API, MSSQL/MySQL/Oracle, TFS/VSTS/GIT, Mobile: Android/iOS, API Management: Apigee/MuleSoft/Azure)
- **Data Center Operations** (DevOps, DevSecOps, CI/CD pipeline, ITIL, Management Controls: Change/Release/Service/Incident, Log & Event Management, PagerDuty, DataDog, Automation/Orchestration, Site Reliability Engineering, Cost Optimization)
- **Quality & Performance** (Unit Tests, Operational Readiness, Non-Functional: Scalability and Performance Testing)
- **Cloud Computing** (Cloud Readiness, Cloud Migration, IAAS, PAAS, SAAS, DAAS, FAAS, API-as-a-Service)
- **Cloud Infrastructure** (Private/Public/Hybrid, Azure/AWS, Geo-Distributed Traffic Management, Infrastructure as a Code)
- **Business Continuity** (Availability, Resiliency, Disaster Recovery, Data Retention, Incident, and Crisis Management)
- **Systems Integration** (M&A Integrations, B2B, B2C, API Management, Salesforce, Big Machines, Softrax, EBS)
- **Business & IT Analysis and Predictions** (PowerBI, SSIS/SSRS/SSAS, Event & Stream Analytics, BigData)
- **People Leadership & Development** (Talent Development/Mentoring/Training, CapEx/OpEx Budgeting, Outsourcing)
- **Governance, Risk & Compliance** (Assessment & Mitigation, Legal/Security/Regulatory, SSAE, SOC, PCI, NIST, GDPR)
- **Communications** (Leadership Briefings/Reporting/Presentations, Client Engagements, Analytics & Forecast)
- **Vendor Management** (Contracts & Policies Management, Legal Compliance, SOW, RFP, License & Asset Management)

EDUCATION

- Bachelor of Science in Computer Science (major) • Artificial Intelligence (minor)
- Moscow State University of Instrument Engineering and Computer Science