

# JUSTIN WEDEL

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## INFORMATION TECHNOLOGY AND CUSTOMER EXPERIENCE EXECUTIVE

Executive IT professional with over two decades of experience managing, implementing, and supporting global business, customer support, and IT portfolios. Expertise in global operations, process design and implementation, SOX, security, customer support, business systems, and infrastructure implementations with a business-oriented focus. Solid business acumen combined with leading technology expertise used to achieve business strategy.

### AREAS OF EXPERTISE

- Enterprise IT Strategy and Development
- Cloud-based Service Development
- Information and Cloud Security
- Infrastructure Design and Management
- Business Application Technologies
- Regulatory Controls
- ITIL / ITSM
- Team Hiring, Building, and Retention
- Driving Operational Excellence
- Mergers and Acquisitions
- Governance Design and Implementation

### PROFESSIONAL EXPERIENCE

#### CIO | Alamo Ridge – Walnut Creek, CA

8/16 – Present

- Executive advisor for public and privately-owned organizations on IT business alignment and integration, strategic planning, and global technology design. Clients range from high-profile startups to large-scale multinational organizations.
- Strengthen and streamline client's technology portfolio and business operations via the development of sustainable and cost-effective technology and operations solutions.
- Portfolio includes premier organizations, such as:
  - **Zenefits** – Dramatically improved ARR and customer retention and satisfaction levels, while reducing support costs, through the successful implementation of the company's customer enablement platform, CPQ, and billing system (Zuora). Reestablished their Business Technology group by aligning it with Zenefits short- and long-term business objectives – repositioned and rebranded the department, elevated and recruited management and staff, and reimplemented their business application portfolio.
  - **Palo Alto Networks** – Designed the organization's global IT infrastructure including the implementation of all data center and application environments. Established their newly created Technical Operations Department supporting the organization's PaaS solutions, leveraging a mixture of outsourcing (Rackspace, AWS, S3, Akamai CDN) and insourcing models.
  - **Scientific Learning** – Spearheaded the reimplement of the organization's internal and technical operations infrastructure and application architecture with a focus on their cloud-based (Amazon, S3) SaaS e-Learning product offering.
  - **Diamond Foods** – Orchestrated the successful global infrastructure integration related to their acquisition of the Pringles organization from Proctor and Gamble as the primary architect.

#### Member, Board of Directors | Marin Clean Energy – Concord, CA

12/17 – 12/20

- Addressed climate change by reducing energy-related greenhouse gas emissions through renewable energy supply and energy efficiency at stable and competitive rates for customers, while providing local economic and workforce benefits. Was a member of the Technical Committee and took an aggressive approach towards board recommendations for all organizational technological needs and enhancements.

#### VP of Global IT and Customer Support | Switchfly – San Francisco, CA

4/15 – 8/16

- Senior executive responsible for the global leadership, strategy, and execution of all internal and external customer facing support, applications, infrastructure, security, and technical operations. Revitalized the organization to support a growing YoY transactional volume and customer base. Key member of Switchfly's leadership team responsible for the end-to-end delivery of technical and customer support services with significant influence on product, development, and sales efforts.
- Increased overall customer NPS by 10% and overall platform uptime by 20% through the creation of policies and procedures, training, and automation and monitoring systems. Transformed the organization's technical and operational infrastructure from the ground up in less than 12 months, including the upgrade and replacement of two data centers.

- Slashed customer support cost-per-ticket by over \$30 through the implementation of a multi-tiered ITIL support model. Responsible for the rollout of ITIL process throughout the organization. Launched a follow-the-sun global support model necessary to provide 24X7X365 internal and external customer and IT support.
- Established a Security and Compliance organization with a focus on protecting all employee and customer PII through the implementation of tools, policies and procedures, auditing, and best practices. Passed PCI and SOC audits with zero major deficiencies.

**VP of IT and Facilities | Innovative Interfaces – Emeryville, CA**

12/13 – 4/15

- Executive responsible for the global leadership, strategy, and execution of all internal and customer facing applications, infrastructure, security, and technical operations. Developed and implemented short- and long-term strategies that transitioned the IT organization into a collaborative and influential business partner across the organization.
- Reduced the overall SaaS platform’s total cost of ownership by 15% and customer uptime by 10% via complete reimplementing of the organization’s SaaS hosting environment, the company’s fastest growing revenue generator.
- Promoted to lead the facilities organization responsible for all global facilities and asset management operations.
- Influenced overall product development as a key member of the Product Strategy Team. Improved the company’s next generation multi-tenant cloud-based product portfolio by influencing the product roadmap and architecture while working with early stage beta testers to test newly developed solutions.
- Managed the organization’s NetSuite OneWorld ERP and OpenAir PSA implementation process, including execution of a full-scale MDM process covering all prospect/customer data and entitlements across NetSuite and third-party applications.
- Improved customer satisfaction and reduced overall support costs through the replacement of the organization’s CRM, PRM, professional services, and customer support solutions. Established the cradle-to-grave customer management processes.
- Successfully integrated of two transactions within a 4-month period, on time and within budget, including all quote-to-cash, infrastructure, customer operations, and facilities functions as the organization’s IT and Facilities M&A program manager.
- Co-founded the Employee Collaboration Council tasked with promoting an environment of greater collaboration, communication, customer focus, and operational excellence throughout the organization.

**Senior Director of Technical Operations | FireEye – Milpitas, CA**

7/12 – 7/13

- Global IT leader responsible for the strategy and execution of all FireEye customer facing applications and cloud-based services.
- Achieved 100% uptime and reduced the total cost of ownership of all customer facing applications and PaaS services via a global reorganization and centralization of FireEye’s operational environment. Developed an active/active and disaster recovery strategy to support a doubling year-over-year installation base.
- Pioneered a New Product Introduction (NPI) processes for all customer-facing applications by partnering with Engineering, Product Management, and Customer Support thus streamlining cross-departmental engagement for testing, implementing, and supporting new products and releases for FireEye customers.
- Collaborated with Engineering and Q/A organizations to reduce FireEye customer reported issues with the organization’s cloud-based service offerings through the implementation of a full-scale Q/A process and environments.
- Responsible for the development of FireEye’s product activation and licensing service, improving the overall customer licensing experience and enhanced the organization’s manufacturing processes.
- Conceptualized and implemented an enterprise-wide Project and Program Management process for the IT organization that was adopted by other FireEye organizations, including Engineering and Manufacturing.
- Responsible for the selection process of an enterprise CMS and internal and external customer community solution to support multiple FireEye organizations.
- Defined and delivered a full-scale Contact Center and enterprise phone system to enable the insourcing of FireEye’s Customer Support and Inside Sales organizations. Collaborated with the Sales and Support organizations to improve FireEye’s ability to sell and support their products.

**EDUCATION**

**B.A. Business Administration with an emphasis in Computer Information Systems**  
California State, Hayward – Hayward, CA

**COMMUNITY ORGANIZATIONS**

**Councilmember – City of Walnut Creek – 2012 to 2020 – Mayor 2018**

**Board Member - Leadership Contra Costa Alumni Association – 2012 to Present**