



JOHN SHAW

PROFILE

Former US Army Intelligence Officer, highly technical, well organized, creative, and proven product, engineering, and sales professional. Significant experience working with and across engineering and sales teams as well as external clients and agencies on creative, strategic, and tactical opportunities. Strong track record of delivering successful engagements, products, and solutions from start-ups to Fortune 100 companies.

CONTACT

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KEY SKILLS & TECHNOLOGIES

- Technology Innovation & Strategy
- Sales Engineering Leadership and Management
- Product and Solution Design and Delivery; R&D Product Lifecycle
- Cloud, SaaS, PaaS, IaaS Strategies
- Technology Budgets
- Strategic Planning & Assessment
- Business Development & ITIL
- AWS, GCP & Serverless Computing
- AIOps & ITOM
- APM, RUM & Synthetics
- SOAR
- Windows, Linux, Android, IOS
- NoSQL, SQL, MSSQL
- AD, DNS, LDAP, RADIUS
- C, C++, Java, Node.js, Angular.js

WORK EXPERIENCE

CHIEF TECHNOLOGY OFFICER ADVISOR (CONSULTANT) RICOH USA, EXTON, PENNSYLVANIA JUNE 2020—SEPTEMBER 2022

Delivered a full digital transformation technology strategy shifting a hardware company to a digital services company under budget and within 18 months. **Led cross-functional agile teams consisting of business analysts, development, security, operations, and third-party vendors to deliver Ricoh's first-of-kind combined AI/ML SaaS multi-tenant AIOps platform. Established KPIs to measure reliability and performance of all internal systems and oversaw a \$1M IT budget.** Advised the executive team on strategies and timelines for future development projects addressing the company's overall objectives and strategic direction.

CHIEF TECHNOLOGY OFFICER AND SOLUTION ARCHITECT (FT) LEIDOS, GAITHERSBURG, MARYLAND APRIL 2018—JUNE 2020

Led a technical organization of approximately 1,000 developers, operations, analysts, and contractors supporting over 30 Federal programs and delivering \$250M in annual revenue. **Delivered multiple development projects for DEA, ATF, and Department of Justice including cloud-based solutions addressing APM, Observability, ITOM and AIOps. Delivered pragmatic and sustainable technology solutions for multiple captures, totaling more than \$8.7B in contract value.** Identified new opportunities, consolidated technology, established new trends, and drove integration strategies with Splunk, Salesforce, ServiceNow, Managed Document and Print Services, and PEGA. Technologies used: AI Ops, ML, CV, PaaS, SaaS, IaaS, CICD, SDN, CM and Testing, Azure, Google Cloud, Agile, Rapid Prototyping, SDLC, UX/UI.

CHIEF TECHNOLOGY OFFICER (FT) WALTZ, NEW YORK, NEW YORK SEPTEMBER 2015—DECEMBER 2017

Delivered a SaaS/cloud-based next generation, IoT-friendly, mobile-based optical image conversation platform capable of collecting big data, delivering programmatic digital media, surveillance, facial recognition and performing financial transactions for the commercial and consumer transportation, advertising, real estate, and retail industries. Led hardware, software, and infrastructure teams with expertise in computer vision, deep learning, cloud services and infrastructure (AWS), mobile application development, custom Linux OS builds and web application development. Defined and delivered the company strategic technical vision, set technology budgets, negotiated all 3rd party vendor contracts. Technologies and methodologies used: Amazon AWS, open source, RabbitMQ, Node.js, C, Java, Angular.js, custom Linux, Docker, iOS & Android mobile apps, AMQP, computer vision, pattern algorithms, computer board design and layout, FPGA, ITIL, Agile, SIG Lite, SOC II Types i and ii.

REFERENCES



David Meredith, Executive Coach & Leadership Advisor

“John is a great technology leader - practical, results focused, technically astute, relationship based and strategic. It was my pleasure to lead John in his role as Head of Infrastructure. He successfully resolved complex problems such as an unengaged workforce, resiliency challenges and speed of execution. I would work again with John in a heartbeat.”



Howard J. Schwartz, Board Member Fifth Avenue Association

“John is an extremely professional and highly principled individual. He performed significantly above expectations at all times and maintained the highest standards of professionalism and integrity that one could expect from a person. I would highly recommend him to anyone seeking those qualities.”



Michael DeVitto, Transit Fare Systems

“I had the pleasure of working side-by-side with John as executive leadership team members. He is a highly capable, dependable, and seasoned professional. John displayed a comfort and adeptness in both business-side and technological environments. His understanding and expertise in mobile technologies, cloud computing, machine learning, and digital advertising/content management is top-tier. I always thought of John as our small company's key asset and one that we could ill-afford to lose. Highly recommended.”

CHIEF TECHNICAL OPS AND HEAD OF SW ENGINEERING (FT) VIDERI, NEW YORK, NEW YORK

JANUARY 2012—MAY 2016

Delivered the company's SaaS/cloud-based (AWS) PaaS digital media delivery solution capable of ingesting, scheduling, delivering, and integrating programmatic advertising, NFC, BLE, proximity devices, data collection and OTT content through proprietary IoT-friendly hardware running a re-engineered mobile Android OS and managed via an iOS-based mobile app or web UI. Led a highly specialized multi-country Agile engineering team of 40 and drove all software engineering functions including establishing methodologies, processes, and product roadmap. Directed a NYC-based infrastructure SME team and led all technical operations covering infrastructure management, capacity planning, eCommerce and ERP implementation, professional services, and internal IT support. Technologies/methodologies included NetSuite, AD, DNS, LDAP, RADIUS, Exchange, MSSQL, Linux, HTML5, Ember, MongoDB, CouchDB, XMPP, Node.js, Java for web and Android, Ruby on Rails, Amazon AWS with CDN, open source, C++, iOS, DRM, DSP, DMP, ITIL and Agile.

VICE PRESIDENT OF SOFTWARE ENGINEERING (FT) TELIRIS, NEW YORK, NEW YORK

AUGUST 2007—JANUARY 2012

Delivered a suite of proprietary cloud-based SaaS digital telepresence conferencing products (room and desktop). Led a 30-person Agile development organization of software engineers across 4 countries on design, development, testing and deployment. Delivered product development strategic plans. Established and implemented long-term objectives and standards of performance for products and department. Delivered all projects within budget and timelines. Key technologies included Windows and Linux servers running C++, .NET, Java, Ruby on Rails, and PHP proprietary applications over IIS and Apache Tomcat web with Hibernate, MySQL and SQL Server databases, SIP, H.323, H.264, MPEG-4, Codian MCU and XMPP.

VICE PRESIDENT OF GLOBAL OPERATIONS (FT) TRADEWARE GLOBAL, NEW YORK, NEW YORK

JANUARY 2006—AUGUST 2007

CHIEF CONSULTANT (CONSULTING) GAYLORD INFORMATION SYSTEMS, LIVERPOOL, NEW YORK DECEMBER 2002—JANUARY 2006

QUALITY ASSURANCE MANAGER (FT) TELIRIS, NEW YORK, NEW YORK JANUARY 2002—DECEMBER 2002

SOFTWARE ENGINEERING AND SUPPORT MANAGER (FT) COMPUWARE, DETROIT, MICHIGAN JANUARY 2000—JANUARY 2002

Y2K TESTING DIRECTOR (FT) INSURANCE SERVICES OFFICE, JERSEY CITY, NEW JERSEY MAY 1998—JANUARY 2000

MILITARY INTELLIGENCE CAPTAIN AND COMPANY CMDR (FT) US ARMY, FORT HUACHUCA, ARIZONA SEPTEMBER 1993—MAY 1998

EDUCATION

BACHELOR OF SCIENCE IN MANAGEMENT
DOMINICAN UNIVERSITY, ORANGEBURG, NEW YORK
1993, 3.6 GPA