

ERIC R. O'BRIEN

Technology Executive | Cloud & AI Strategist | Digital Transformation Leader | Security & Compliance Expert

Seattle, WA | 425-753-0838 | eric_obrien@outlook.com | <https://linkedin.com/in/ericobrien> | <http://ericobrien.com/>

SUMMARY

Innovative technology executive with over 20 years of extensive leadership experience delivering large-scale digital transformations, cloud migrations, and AI-driven solutions. Balances forward-looking strategy with hands-on technical execution to drive revenue growth, optimize operations, and boost organizational agility. Demonstrated success in scaling teams, reducing operational costs, improving HIPAA-compliant infrastructure, and leveraging advanced AI solutions for a competitive edge. Proven ability to build cross-functional alliances, integrate modern web frameworks, and ensure robust security and compliance in fast-evolving markets. Seeking senior leadership opportunities in larger organizations offering comprehensive RSU and retirement benefits.

CAREER ACHIEVEMENTS

- Expanded Sono Bello's Technology Division from 3 to 39 professionals, achieving 300% operational scalability.
- Developed a custom booking platform, increasing business revenue by 7% and reducing call center costs by 50%.
- Optimized an \$11M technology budget, cutting Azure/M365 costs by 15% while enhancing reliability.
- Spearheaded AI-driven projects that improved patient satisfaction by 10% and generated tens of millions in revenue.
- Led HIPAA-compliant Azure/M365 implementations, supporting growth from 28 to 115+ nationwide centers.

PROFESSIONAL EXPERIENCE

Vice President of Technology

August 2020 – October 2025

Sono Bello, Kirkland, WA

- Expand the Technology Division from a 3-person startup team to 39 professionals across IT, Engineering, Business Systems and Security cultivating a high-performance culture through Agile methodologies and continuous improvement.
- Developed an online custom booking platform that reduces call center staffing by 50% and drives a 7% increase in revenue.
- Scaled operations from 28 centers to 115+ nationwide with HIPAA-compliant Azure/M365, achieving 300% growth.
- Optimize an \$11M annual technology budget, cutting Azure/M365 costs by 15% through governance frameworks while maintaining reliability and performance.
- Led AI Model-driven initiatives that enhance patient satisfaction by 10%, increase lead conversion by 20%, and generate millions.
- Modernized business processes with low-code platforms, AI, and digital automation to boost efficiency and maintain edge.

Director of Technology

February 2018 – August 2020

Sono Bello, Kirkland, WA

- Directed the end-to-end delivery of strategic technology solutions, aligning IT roadmaps with corporate objectives.
- Laid the foundation for enterprise-wide initiatives that led to a subsequent promotion to Vice President of Technology.

Senior Engineering Manager

October 2014 – February 2018

Nordstrom, Seattle, WA

- Managed email services, transitioning to a cloud-first approach (Azure/M365) for greater reliability.
- Boosted remote collaboration adoption by 25% through enhanced workflows and secure access to tools.
- Optimized Return to Vendor processes with automation, cutting cycle times by 20% and saving costs.
- Partnered with executives to align communication and collaboration strategies with business goals, improving efficiency.
- Responsible for 75,000 exchange mailbox and associated reliability

Senior IT Program Manager

August 2009 – October 2014

T-Mobile (Clearwire), Kirkland, WA

- Reduced time-to-market by 20% by driving innovation in employee collaboration and communication.
- Enabled teams to meet quality benchmarks, cutting rework by 15% and improving on-time delivery.
- Led cross-functional teams to create custom solutions, completing initiatives on time and under budget.
- Optimized scheduling and resource planning, reducing project timelines by 20%.
- Set coding standards, lowering defect rates by 30% and enhancing software maintainability.
- Built no-code workflows in SharePoint, improving resource allocation, project tracking, team collaboration efficiency, and overall project delivery.

Software Developer

November 2008 – April 2009

Eric O'Brien Consulting, Kirkland, WA

- Built a high-performance real estate search engine with Realtor.com, delivering on-time, on-budget results.
- Built an administrative tool leveraging .NET, enabling non-technical staff to update listings and reduce overhead by 30%.
- Integrated MS Virtual Earth Maps and Google Advertising APIs to boost user engagement by over 15%.
- Ensured reliable data flows by securing import, transformation, and persistence to SQL Server for high availability.
- Designed a data visualization dashboard for real-time tracking, boosting reporting efficiency by 25%.

Senior Software Developer

May 2007 – October 2008

Confluent Data Systems, Redmond, WA

- Produced web apps for performance, e-commerce, and collaboration, improving load times and reliability by 20%.
- Optimized resources to meet timelines and budgets while enhancing usability through team collaboration.
- Implemented a scalable data architecture that improved system performance by 25% and reduced downtime incidents.
- Developed and maintained automated testing procedures, improving code stability and reducing production errors by 15%.

Senior Software Engineer

January 2002 – May 2007

Who's Calling, Kirkland, WA

- Led development of enterprise-scale solutions, introducing formal code reviews & best practices, reducing defects by 25%.
- Engaged directly with stakeholders to define project scope and requirements, cutting misalignment-related delays by 15%.
- Delivered a robust N-tier web-based system using XML, Web Services, and BizTalk, enabling efficient integrations.
- Created test procedures and performance benchmarks that improved application stability and decreased downtime events.
- Spearheaded migration of legacy systems to modern web services, improving scalability and reducing costs by 20%.

EDUCATION

B.S. in Business Management in Technology, Computer Science

2001

South Dakota Mines, Rapid City, SD

CERTIFICATIONS

Executive Leadership and Business Development

2022

UW Foster School of Business, Seattle, WA

EXPERTISE

- | | | |
|------------------------------------|----------------------------------|-----------------------|
| • Cloud Solutions (Azure/M365) | • Agile/Lean Methodologies | • Vendor Management |
| • AI & Automation | • Organizational Scalability | • Budget Optimization |
| • Security & Compliance Governance | • Digital Process Transformation | • DevSecOps |

TECHNICAL SKILLS

- **Cloud Solutions:** Azure/M365 and cloud migration strategies.
- **Low-Code Platforms:** Implementation and optimization of OutSystems, Power Platform and Nintex
- **Programming Frameworks:** Proficiency in .NET Framework for scalable applications.
- **Database Management:** Expertise in SQL Server for high-availability systems.
- **AI & Automation Tools:** Utilization of AI-driven technologies for efficiency.
- **DevSecOps Tools:** Security and compliance within DevSecOps frameworks.

OTHERS

SOFT SKILLS: Leadership & Vision, Strategic Planning, Communication & Collaboration, Budget Management, Problem-Solving

LANGUAGES: English (Fluent)

INTERESTS & HOBBIES: Real Estate Investing, Digital Innovation, Community Service, Wake surfing, Reading

REFERENCES

- Available upon request.