

James Wright

Executive Technology Leader | Strategy, Product Delivery, Cloud Architecture, Automation

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Executive Summary

Executive technology leader focused on turning ambiguity into operating systems, products, and measurable business outcomes. I lead long-term roadmap strategy, align design and engineering organizations, and build zero-to-one delivery models spanning product processes, local testing workflows, cloud infrastructure, SRE, DevOps automation, and governance.

Mastery Domains

- **Systems Architecture and Automation:** I architect and modernize infrastructure across on-prem and cloud environments, using IaC, endpoint automation, and standardized operating models to improve reliability, disaster recovery readiness, and operational efficiency.
- **Data and Application Architecture:** I design data and application platforms that unify fragmented systems into scalable, production-ready products, with clear service boundaries, search/retrieval patterns, and executive-grade reporting capability.
- **AI-Augmented Delivery:** I lead AI-enabled product delivery from architecture through implementation, integrating model orchestration, observability, and governance controls to deliver practical business outcomes with production reliability.
- **Operational Governance:** I build governance systems that combine identity architecture, RBAC enforcement, compliance-aligned policy controls, and release quality gates so organizations can scale with auditability and accountability.

Strategic Program Portfolio (MiView)

- Delivered 12 cross-functional initiatives spanning platform engineering, product operations, QA, identity governance, cloud migration, and AI delivery.
- Primary domains: infrastructure, it-operations, security, automation, mdm, cloud-migration, platform-engineering, strategy, governance, identity, devops, product-operations, qa, data-platform, ai-delivery

Selected Program Outcomes

- **Infrastructure Rebuild: Servers and NAS/SAN Modernization:** Designed and built a custom 100TB TrueNAS platform with ZFS, bifurcation-aware failover support, redundant power, and hot/cold spare strategy for storage resilience.
- **Infrastructure Rebuild: Servers and NAS/SAN Modernization:** Migrated and upgraded Windows Server service workloads and VMware ESXi hosts to modernized infrastructure with minimal service disruption.
- **Infrastructure Rebuild: Servers and NAS/SAN Modernization:** Introduced Veeam and implemented a 3-2-1 backup and recovery model that closed critical disaster recovery gaps.

- Infrastructure Rebuild: Servers and NAS/SAN Modernization: Upgraded infrastructure networking to 10GbE NICs to improve failover performance and reduce recovery bottlenecks.
- Infrastructure Rebuild: Servers and NAS/SAN Modernization: Delivered approximately \$100,000 in cost avoidance through in-house architecture and implementation.
- Apple Business Manager and Intune MDM Rollout: Established managed provisioning workflows across laptops, tablets, and company-issued phones.
- Apple Business Manager and Intune MDM Rollout: Implemented a controlled BYOD model with policy boundaries for personal-device participation.
- Apple Business Manager and Intune MDM Rollout: Improved compliance and policy enforcement through standardized Intune and ABM enrollment pathways.
- Apple Business Manager and Intune MDM Rollout: Reduced manual setup and handoff variance through repeatable endpoint lifecycle workflows.
- Apple Business Manager and Intune MDM Rollout: Strengthened endpoint governance with clearer ownership, policy baselines, and operational accountability.
- Cloud Migration and Physical Server Exit Program: Executed full on-premises exit by retiring physical server infrastructure and legacy VM dependency.
- Cloud Migration and Physical Server Exit Program: Migrated identity and directory services to Entra ID and removed legacy on-prem Active Directory operational overhead.

Program Coverage

- Infrastructure Rebuild: Servers and NAS/SAN Modernization (2019-2021) | IT
 - Led an enterprise infrastructure modernization across virtualization, storage, and backup by rebuilding VMware ESXi and Windows Server environments, engineering a custom TrueNAS-based 100TB NAS/SAN platform, and implementing a formal 3-2-1 backup strategy. The program improved high availability, disaster recovery readiness, and long-term operational reliability while delivering significant in-house cost avoidance.
- Apple Business Manager and Intune MDM Rollout (2022-2026) | IT
 - Built a company-first endpoint environment for laptops, tablets, and corporate phones using Apple Business Manager and Microsoft Intune, while also enabling a governed BYOD model. Standardized enrollment, compliance, and lifecycle controls to improve endpoint security posture, onboarding consistency, and operational manageability.
- Cloud Migration and Physical Server Exit Program (2022-2026) | IT
 - Led a complete cloud migration and physical server exit with no VM lift-and-shift, moving the business to a managed-services operating model. Core identity, messaging, collaboration, and file services were transitioned to Microsoft 365, Entra ID, Exchange Online, and OneDrive to improve security posture, resiliency, and operational efficiency.
- Identity Architecture, RBAC Matrix, and Permission Audit Automation (2022-2026) | Operations
 - Built a SOC 2-aligned identity governance model by defining company-wide roles, standardizing permission levels, and enforcing least-privilege access controls through Entra group-based RBAC. Implemented auditable access change workflows and automated review patterns while establishing foundational organizational structure through formal job

descriptions, department definitions, and communication lines.

- Remote Access Tracking and Workforce Efficiency Telemetry (2022-2026) | Operations
 - Implemented a practical remote-access monitoring and telemetry baseline as part of an operational compromise with ownership to support expanded remote-work flexibility. The implementation provided clear verification signals while preserving day-to-day team autonomy and delivery continuity.
- CI/CD Pipeline Rebuild and Release Blueprint (2023-2026) | Development
 - Rebuilt delivery pipelines and release controls to move the organization from CI-only execution to a true CD operating model. Established a repeatable release blueprint with governance checkpoints while delivering repeated pipeline performance and cost improvements of at least 50%.
- Design-Development Unsiloning, Design System, and Handoff Standardization (2023-2026) | Design
 - Led a full design-to-engineering operating reset by pausing design production, rebuilding the design system foundation, and introducing a shared implementation discipline across teams. Established durable standards for primitives, semantics, handoff fidelity, and engineering security practices, then drove a 2.5-year adoption program to institutionalize accountable delivery behavior.
- New-Hire Onboarding Automation and Local Dev Environment Bootstrap (2023-2026) | Development
 - Built a one-click, role-based onboarding system to eliminate manual new-user setup overhead and standardize IT provisioning across the company. Developed custom Windows and macOS bootstrap applications (including Swift-based tooling) to configure, update, and enforce compliant local development environments, reducing “works on my machine” drift and improving QA signal quality.
- Product Department Establishment and Objective Delivery Framework (2023-2026) | Product
 - Built and operationalized a product governance rhythm that translated executive strategy into measurable delivery execution across teams. Established recurring company-wide alignment touchpoints, including biannual vision communication, and introduced the organization's first formal roadmap process to improve stakeholder visibility into project priorities and status.
- QA Enablement, Local/Automated Testing, and Release Reliability Program (2023-2026) | QA
 - Led QA enablement from fragmented manual practice to a structured automation program by evaluating multiple tooling paths and implementing a Cypress-based end-to-end testing framework in Azure DevOps workflows. Integrated QA earlier into delivery through updated Definition of Done standards, feature-branch validation, and a custom React + Golang reporting platform with Entra authentication for executive quality visibility.
- Terraform Infrastructure-as-Code Foundation (2023-2026) | Development
 - Migrated an existing production application environment to a Terraform-first infrastructure-as-code model and expanded coverage until infrastructure lifecycle management was fully driven through Terraform workflows. Built custom code and automation tooling to support end-to-end provisioning, configuration consistency, and governed change execution.

- Executive Reporting Data Platform and AI Delivery Team Formation (2024-2026) | AI
 - Led architecture and delivery of a full production product that transformed fragmented operational data into executive reporting and AI-enabled comparison workflows. Built the platform across data ingestion, search, model orchestration, observability, and application layers while founding and guiding the AI delivery function through hundreds of implementation hours.

Professional Experience

Director of IT | MiView Integrated Solutions

May 2022 - March 2026

- Directed zero-to-one IT, platform engineering, and product operating-model transformation across two businesses.
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Network Systems Administrator | QC Graphics

January 2021 - May 2022

- Led enterprise infrastructure migration from SBS 2011 to Windows Server 2019 and Exchange 2019 with minimal business disruption
- Rebuilt the IT organization from the ground up, redesigning operating processes, service structure, and technical standards end to end
- Managed day-to-day infrastructure and support operations while maintaining uptime and

improving incident resolution performance

- Delivered security and compliance operations in government-contractor contexts, including ITAR and CMMC-aligned controls
- Supported ISO 27001-aligned audit and security program expectations across infrastructure and endpoint environments
- Executed technical work supporting high-trust public-sector workflows, including FBI-adjacent contractor environments
- Modernized a legacy 16-bit application for Windows 10 compatibility to preserve critical business workflows
- Recovered three flying probe test machines, avoiding roughly \$500,000 in replacement cost

Senior Field Service Technician | DEX Imaging

July 2019 - November 2021

- Earned 300+ manufacturer certifications across major OEM platforms, including HP, Konica Minolta, Lexmark, Xerox, Samsung, and Canon
- Achieved Konica Minolta Master Certification with advanced platform specialization
- Launched and operated a new Minnesota market during the pandemic as a solo technical lead, bringing operations online and maintaining profitability
- Recovered and retained two major customer contracts valued at more than \$7 million annually, including Baylor Scott & White
- Resolved high-impact incidents and restored business-critical print and workflow operations for enterprise customers
- Trained incoming technicians and delivered on-site network troubleshooting across healthcare, legal, hospitality, and multifamily environments

Certifications

- SOC 2 control design, implementation, and evidence-ready operating practices
- NIST-aligned security and operational control frameworks
- CMMC-aware governance and policy implementation

Core Skills

- Platform engineering across Azure, AWS, and Google Cloud
- Cloud infrastructure architecture, network design, and disaster recovery planning
- Site reliability engineering (SRE), observability strategy, and incident response
- DevOps automation, CI/CD optimization, and release governance
- Python and React development for internal platforms and workflow tooling
- AI-enabled automation and analytics workflows for operational reporting
- SQL data modeling, reporting pipelines, and data platform operations
- Event-driven integration patterns and streaming architectures

- IAM, access control design, and security-first systems implementation
- Vendor management, cost optimization, and IT governance operations

Technology Footprint

- VMware ESXi
- HP Servers
- Dell Servers
- Windows Server
- TrueNAS
- ZFS
- Veeam
- 10GbE Networking
- NAS/SAN
- Apple Business Manager
- Microsoft Intune
- Device Compliance Policies
- Endpoint Provisioning
- Corporate Device Management
- BYOD Governance
- Microsoft 365
- Entra ID
- Exchange Online
- OneDrive
- Managed Cloud Services