**Chad Gross**

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**Operations Executive**

A direct, authentic communicator and trust-building leader who inspires his teams to turn ideas into reality. Dynamic leader with over 20 years of experience achieving excellence in technology, business, and sales. Skilled in developing and executing strategies that improve overall performance. Successfully led teams of up to 100 people to deliver exceptional results in cost savings, process optimization, and customer satisfaction.

**Strengths**

Team Building | Technology | Optimization | Business Strategy | Data Analysis

Proactive| Resourceful | Motivating | Decisive | Versatile

**Most Proud Of**

A director reporting to me said: “You are the best manager I’ve ever had.”

**Experience**

**VP of Development Operations & Quality Assurance**

**RENAISSANCE LEARNING**

2016 – 2024 | Remote

Modernized operational practices, migrated data center operations to the cloud, and automated software delivery. Partnered with the CTO and other senior leaders to develop and execute a strategic business plan, successfully replacing legacy systems with a scalable cloud platform within an aggressive 18-month timeline. Managed up to 100 people in Platform, Site Reliability, Quality and Performance Engineering.

* Led the development of an automated, scalable software delivery system. Achieved a 10x increase in shipments with zero downtime and a 70% reduction in quality issues, enabling enhanced product differentiation and accelerated revenue growth.
* Orchestrated a cross-functional initiative involving finance, engineering, and operations to optimize cloud computing expenditure, resulting in annual cost savings of $1.1 million in 2019.
* Directed the creation of scalable infrastructure automation, reducing risk, streamlining regulatory compliance and speeding up disaster recovery from days to hours.
* Partnered with talent acquisition to streamline hiring processes, reducing time-to-hire to just 30 days and maintaining a new hire quality rate of 92%.
* Fostered collaboration and dismantled silos through tight integration, feedback loops, and incentive realignment, resulting in fewer production issues and an enhanced, dependable customer experience.
* Introduced Scrum/Kanban agile development methodologies, promoting transparency, adaptability, and a culture of continuous improvement within the organization.

**Director of IT Operations**

**AMPLIFY**

2014 – 2015 | Brooklyn, NY

Oversaw the planning, organization, and execution of technical operations. Reporting to the COO and CTO, managed over 50 people across database, infrastructure and DevOps teams.

* Proposed and implemented a new organizational structure, successfully reassuring and influencing staff to embrace the change, leading to a 27% increase in work capacity and improved morale.
* Led initiatives to optimize cloud computing operating costs, resulting in over $2 million in savings by analyzing reports and identifying opportunities for cost reduction.
* Transformed the licensing renewal system in Salesforce.com, eliminating service interruptions and late fees resulting in improved customer satisfaction.
* Managed vendor relationships and negotiated discounts of up to 55% off pricing.

**Entrepreneurship**

**Co-Founder & Manager**

**BULL & GOAT OKLAHOMA, LLC.**

2019 – Present | Oklahoma City, OK

Spearheaded strategy development, acquisition, and financial management for a family-owned real estate business. Formed and led a cross-functional team, achieving an average appreciation ROI of 15.5% and an average post-financing Cash-on-Cash (CoC) return of 27.5%.

* Developed a strategy focused on purchasing and rehabilitating distressed homes with cash to drive appreciation, followed by renting and refinancing to recoup initial investment capital for further property acquisitions.
* Established and implemented a streamlined process for new property intake, overseeing renovations and managing the refinance process.

**Co-Founder**

**GROSS CARLSON SPRADLIN, LLC.**

2017 – 2020 | Denver, CO

Served as a controlling partner in this property business. Secured financing for property acquisitions, initially focusing on vacation rentals. Achieved a 30% return on investment upon exiting the investments.

* Transitioned strategy to house traveling nurses to sustain cash flow during travel reductions caused by the coronavirus pandemic.
* Implemented a robust system to track and manage financial performance, leading to a 23.77% profit in 2019.

**Prior Roles**

**Wireless Generation (now Amplify) |** Senior Operations Engineer

**Element K (now Skillsoft) |** System Engineer

**Element K (now Skillsoft) |** Account Manager

**Education**

**Capella University (Minneapolis, MN) |** Master of Business Administration in Marketing

**Rochester Institute of Technology (Rochester, NY) |** Bachelor's Degree in Information Technology