Nathan Sanders

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Director of Business Systems

Dynamic Leader with 15 Years of Expertise in Business Systems, Operations, & Data-driven Analysis

Highly versatile and experienced Director of Business Systems offering expertise in business systems, high-level strategic planning, and operations. Proven track-record of developing, implementing, and managing successful business processes aligned to organizational objectives with a focus on enterprise integration strategy, continuous process improvements, and scalable solutions. Deep technical expertise combined with an understanding of the importance of highly effective performance management, risk mitigation, and stakeholder management. Collaborative team leader continually focused on building relationships to produce highly effective cross-functional teams, increasing productivity, and improving outcomes. Individual dedicated to self-reflection and personal improvement who consistently exceeds performance metrics.

View my CV website at: **https://www.nathanasanders.com/**

CORE COMPETENCIES

♦ Business Systems	♦ Performance Management	♦ Operational Processes
♦ Cost Optimization	♦ Data & Analytics	♦ Cross-functional Leadership
♦ Risk Mitigation	♦ Software Engineering	♦ Efficiency Improvements
♦ Strategic Planning	♦ Enterprise Integration	♦ Stakeholder Management

PROFESSIONAL EXPERIENCE

Coretelligent   ***2018 – Present***

Director, Systems & Tools (2021 – Present)

‣ Oversaw business systems strategy and technical integrations for a company with >$100MM in annual revenue and over 500 high-profile clients, including directing a $1.5MM ServiceNow implementation, saving the company >$700K.

‣ Led a team of 10 staff, including onshore and off-shore contractors, overseeing performance and development to manage over 12 products and technical projects while ensuring a team retention rate of 90% and a 95% on-time feature delivery.

‣ Spearheaded a redesign of the company's productization, creating a synergy involving over 12 sales, operations, and finance stakeholders, saving the company over $250K in credits, cancellations, and other client satisfaction issues.

‣ Optimized and automated data imports and migrations for up to 6 acquisitions per year, saving >100 hours in staff time per acquisition, while hosting stakeholder calls with C-suite to develop strategies for driving synergy and automation.

‣ Streamlined account management for customer success for current clients and an addition 75 per year, reducing onboarding efforts on contact imports, reducing the time to onboard by 50%, saving the company over 450 hrs per year.

Manager, Systems & Tools (2018 – 2021)

‣ Directed >50 systems and data integrations for >450 clients, managing over 22 engineering projects and products, including leading development on a client portal while driving yearly revenue growth from $45MM to over $100MM.

‣ Architected data collection across 30 business systems, automating processes to eliminate 80 hours per month from the manual collection and processing, while reducing customer billing questions by 50% by providing client access to data.

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- Spearheaded and implemented >100 feature releases yearly to grow dependency on product usage by clients, creating a market advantage, while overseeing >500 client monthly executive summary reports for $100MM in yearly revenue.

- Built and expanded a development and data team from 1 to 10 staff in a span of 3 years, overseeing a yearly budget of services and staff of $1MM, while creating an offshore team to save the company over 40% in staff costs.

- Created over 100 demos and trainings for clients and internal staff for 12 products and features of the systems developed or managed by the company, increasing sales close rates by 30% while improving staff knowledge.

United Technology Group   *2014 – 2018*
Manager, Managed Services

- Directed managed services for a company with over $12MM in annual revenue, providing technical support for over 1,200 servers, 2,000 network components, 4,000 workstations, and 6,000 end-users for over 100 companies globally.

- Standardized operating procedures for an internal documentation system, reducing employee turnover by 50% and improving client NPS by 50%, while designing >100 reports and dashboards for UTG departments to track performance.

- Migrated >2,500 endpoints to a new monitoring platform for all clients in under 3 months with no loss in alerting, while automating systems to manage over $500K in monthly billing, reducing client credits by 65% of $15MM in revenue.

Webspeedway / Network Essentials   *2005 – 2014*
Chief Information Officer

- Oversaw managed IT services for over 90 high-profile clients, growing the company to a staff of 22 with over $2.6MM in annual revenue, redesigning and streamlining sales processes to 2x revenue while maintaining 98% client satisfaction.

- Implemented and maintained systems supporting over 275 servers, 1,000 workstations, and over 1,500 end-users across 45 companies globally, while executing a data center move with 60 servers and 16 clients with zero downtime in 6 hrs.

- Created and fostered over 6 key international relationships in Kerala, India and Beijing and Shanghai, China, traveling to Beijing to direct and execute SWOT analysis of a multinational company valued at $20MM.

TECHNICAL SKILLS

Languages / Frameworks: *Python, HTML5/CSS, JavaScript, Bash, Flask, Bootstrap, REST, Node.js*
Data: *Microsoft SQL, PostgreSQL, MongoDB, MySQL*
Applications: *ServiceNow, Salesforce, Logicmonitor, DataDog, Sentry, Kaseya, Azure, Office 365, Connectwise, Autotask*
Systems: *Windows, Linux, macOS*

EDUCATION & CERTIFICATIONS

Network Administrator/Technician Certificate – *Clayton State University*
LogicMonitor Certified Professional – *LogicMonitor*
Kaseya Certified Administrator – *Kaseya*
Microsoft Certified IT Professional – *Microsoft*
Cisco Certified Network Administrator (CCNA) – *Cisco*
Certified SonicWall Security Administrator (CSSA) – *SonicWall*
Certified ServiceNow Administrator – *ServiceNow (Exp. Early 2023)*