

NEZAR GHARBIA

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Executive Summary

Technology transformation executive with 15+ years of experience leading enterprise digital transformation, building high-performing engineering and DevOps teams, and aligning technology strategy with business goals to drive revenue growth and reduce costs. CAIO-level leader with deep expertise in AI-first operating models, GenAI platforms, adoption strategies, and enterprise-wide AI transformation.

Delivered measurable impact: launched a SaaS platform that generated **\$50M** in its third year; drove **\$20M** in savings through CoreLogic tax automation; reduced AWS OpEx by **\$1M+** annually; consolidated global ATM platforms to save millions; founded a startup and negotiated a **\$7M** technology acquisition; holder of 8 US software patents.

Expertise includes cloud (AWS/Azure), SaaS, legacy modernization, platform engineering, DevOps/CI/CD, SDLC, Agile/SAFe, ITIL, data engineering, and AI/GenAI systems, including governance, architecture, and enterprise-scale delivery.

Based in Dallas, TX — available for CAIO, VP/CTO, CIO roles, and senior technology advisory/consulting engagements.

- **Spearheaded** the development and execution of an enterprise **Agentic AI strategy** & an operational model for a healthcare organization, transforming business operations and improving operational efficiency by **500%** through AI-powered automation and process optimization.
- **Launching** Balfour new SaaS yearbook platform. Reached **\$50 million** in revenue in its third year.
- **Saved Balfour over \$1.0 million** per year by re-architecting our AWS footprint.
- **Saved Brinks millions** by consolidating 6 remote ATM platforms down to 3 across 3 continents.
- **Delivered** \$20 million in savings by automating the financial processes of **CoreLogic** tax division.
- **Saved UPDA \$1.5M** per year by implementing blades and virtualization infrastructure strategy.
- **Reengineered** & automated **UPDA's** processes of 3 departments using SOA and BPM as the strategy.
- **Generated \$67M** in revenue by shipping different versions of Picture Publisher, Webtricity, and iGrafx.
- **Founded Image2Web**, raised 1st round of funding, and negotiated Corel's technology acquisition.
- **Improved UPDA's customer service by 60% utilizing ITIL** to govern IT Delivery & Support.
- **8 US Software patents:** [7000223](#), [6651121](#), [6757888](#), [6868193](#), [6925593](#), [6938030](#), [7962618](#), [7853833](#)

Competencies

Executive Leadership

IT Strategy & management, Exec stakeholder management
Budgeting, P&L management, vendor management
Digital Transformation, Technology Roadmap, Mentoring & coaching

Software Engineering & Delivery

Agile, SAFe, TDD, CI/CD, DevOps, Software Quality
Value Stream Management, Technical leadership

AI, Data & Analytics

AI Strategy, implementation & delivery, Agentic AI,
Data Governance, Data Quality, Data Engineering, RAG-LLM
Data Platform

Service Delivery & Operational Excellence

ITIL certified, Dora Metrics, SDLC management
Service Delivery, Observability & monitoring

Enterprise Architecture & modernization

Software Architecture, Platform engineering
SaaS Architecture, Application modernization

Security, Risk & Compliance

InfoSec Compliance, Risk management
HealthCare Privacy & compliance (HIPAA, PII/PHI)
IAM, SOC, Zero trust & Shift Left architecture

Professional Experience

Chief Information Officer, **Sams Holdings Inc.,** **(11/2025 to Present)**

Strategy: Align technology roadmap with business goals to drive growth, efficiency, and scalability.

Security: Ensure enterprise cybersecurity, data protection, and regulatory compliance.

Budget: Own IT budgeting, prioritizing spends for maximum business value.

Cost: Optimize technology costs while maintaining performance and reliability.

Field CTO & consultant, Tyrex Inc., (7/2023 to 10/2025)

Led Scoping, requirement, design, architecture, and implementation of a healthcare Data Engineering & AI Strategy & operational model to support Generative AI capabilities on AWS utilizing AWS Bedrock. This included.

- Achieved 500% operational efficiency through AI-powered automation and process optimization.
- Built data pipelines to prepare data for AI.
- Called multiple LLMs to generate executive summary for a patient case.
- Created an AI agent that analyzed the two executive summaries and scored their accuracy.
- Scrub sensitive data especially Patient PII, and HIPAA data.
- Ability to control functionality based on role, department, and cost.
- Defined API for the platform for other teams to use.
- Integrated the platform in half a dozen use cases scenarios which included UI/UX design

VP of Technology, Loan Depot Inc., (1/2022 to 7/2023)

Spearheaded six projects within the engineering department leading their digital transformation adopting cloud infrastructure and CI/CD tools, processes, and culture.

- **Transitioned** the SDLC culture from ITIL/CAB to CI/CD Agile, implementing IaC, QA automation, and self-service, boosting project delivery efficiency by **15%**. Read this [article](#).
- **Reduced** defects by **15%** and enhanced project quality by establishing quality metrics for engineering (DORA+MTTD), QA, and DevOps.
- **Managed** product and pricing platform within the LOS system, defining and executing an Azure modernization strategy that improved performance, reliability, observability, and DORA/MTTD metrics by **20%**.
- **Managed** the fees platform within the LOS system by modernizing to Azure, improving observability and performance (DORA + MTTD) by **20%**, and migrating to a new third-party partner.
- **Led** the third-party integration layer, streamlining integrations and reducing downtime by 10% through the implementation of messaging and queueing.
- **Led** a team of stakeholders to implement tiered technical support at the enterprise level. This included defining roles and responsibilities for Incident and Problem management, and root cause analysis.

Technologies: Azure, .NET code, MS SQL, Azure ADO

VP of Technology, One Technologies Inc., (10/2020 to 12/2021)

Led the engineering department's Digital transformation into the cloud, adopting Micro-service architecture, CD/CD, and Web Delivery excellence.

- **Spearheaded** vendor management & selection ensuring seamless transition to Azure.
- **Led** the definition and execution of the legacy modernization & Cloud migration to Azure.
- **Enhanced** the observability metrics to improve performance achieving **20%** improvement in CR (Conversion rate) of the company e-commerce site.

Internal Chief Technology Officer, American Achievement Corporation, (10/2016 to 10/2020)

- Built a startup culture and led print technology strategy, transformation, budgeting, and manufacturing delivery. Rebuilt the engineering organization to 50+ engineers and ran a Tier IV data center.

ACHIEVEMENTS:

- **Led** the pre-sale technical discussions with schools and school districts helping close many contracts.
- **Built & owned** Product owner/manager practice. Mentored & coaches two product owners and led the development of product roadmap including **P&L** and budgeting.
- **Generated \$50M** in revenue within 3 years by launching EnCore, the company's new SaaS platform.
- **Scaled** onshore and offshore teams, leading talent acquisition to build a highly skilled engineering team.
- **Built** an engineering platform culture for all teams incorporating IaC, containerization, CICD, QA automation, and Self-service portal resulting in **300%** increase in deployment frequency (on demand)
- **Reduced** outages by **90%** by establishing a DevOps practice and automating CI/CD pipelines, along with implementing robust change/incident/problem management processes.
- A voting member in **Oracle ERP** implementation governing body.
- **Owned Oracle ERP** project integration and data migration layers with most legacy system including finance, HR, Yearbook and manufacturing.

- **Reduced** AWS OpEx cost by over \$1.0 million per year by establishing a DevOp team and re-architecting their AWS infrastructure and transitioning to serverless architecture using lambda function.
- **Evolved** and **matured** Balfour's IT processes by adopting SCRUM & ITIL for software development and IT operations, fostering a culture of ownership and accountability, and introducing tools like TestRail, Splunk, NewRelic, Jira, and Kubernetes, resulting in **30%** improvement in SDLC efficiency.
- **Delivered** EnCore, StudioBalfour, MyYear, Balfour Tools, Balfour Works, and BalfourGo products.
- **Reduced** the cost of producing software by **30%** by establishing an offshore development office in Poland, which proved cost-effective and delivered high-quality software.
- **Reduced** production defects by **40%** by establishing a formal QA team that focused on test automation, significantly improving quality and the agility of software delivery.

Technologies: AWS, Python, ReactJS, MySQL, Java, MicroServices, DORA.

Director of Software & Data Engineering, Brinks Inc., (3/2014 to 3/2016)

- **Led** Software Development CoE & Data Engineering distributed team across 3 continents.
- **Created and executed** Cloud migration Strategy which included governance & operational model.
- Ensured Compliance with Banking rules & regulations & Risk Management & mitigation.

ACHIEVEMENTS:

- **Saved** over a million dollars by delivering a new integration strategy for their Azure SaaS platform.
- Integrated Oracle EBS with legacy systems of four countries.
- **Saved millions** of dollars by consolidating 6 remote ATM platforms across 3 continents into 3.
- **Rebuilt** the Data Engineering team delivering profitability metrics for routes, branches & clients.
- **Led** Data engineering team ensuring cleanness, completeness, usability, and security of the data.

Technologies: Azure, Power BI, MS SQL, .NET code, React, Informatica, Tableau, Oracle DW.

Senior Director of IT, CoreLogic Inc., (3/2011 to 3/2014)

- **Led** pre-Sale technical discussions with BofA and helped close CoreLogic biggest deal ever.
- **Led** the Digital Transformation & modernization for TAX from AS400 Mainframe to Cloud, a \$400M BU. Managed the SDLC budget of \$20M and a portfolio of over 40 projects. Managed a multi continent team of 250 engineers.
- **Led** 2nd & 3rd level support team following ITIL framework.
- Ensured Compliance with financial rules, regulations, Risk Management, and mitigation.
- Scaled the TAX engineering distributed team across 4 continents.

ACHIEVEMENTS:

- **Delivered \$20 Million** in savings by automating the financial processes of the tax division.
- **Improved** the quality of the software being delivered and cut costs by **20%**.
- Diversified from one vendor to three vendors.
- Mentored one of my directors to adopt the situational leadership style of management.

Technologies: AWS, Java, .NET, MicroServices, Control-M, EntireX, Z-series.

Chief Information Officer, Urban Planning Authority (UPDA), (3/2006 to 3/2011)

Managed a \$12 million IT budget including a Tier 3 Data Center. Created & executed a Digital Transformation Strategy ensuring alignment with the business. Implemented ITIL & established SLAs improving customer service & quality.

ACHIEVEMENTS:

- Implemented the SOA/BPM strategy as the cornerstone of the Digital Transformation strategy.
- Unified all servers around HP blades running Linux RedHat.
- Saved \$1.5 Million by implementing Blades and Virtualization infrastructure strategy.
- Implemented a DR strategy for our Data Center including backup diesel power generation.
- Improved customer service by 60% through the Implementation of ITIL to govern IT Services.
- P&L & budgeting including Tendering & vendor management.
- Implemented HP OpenView to govern IT operations and manage IT Services' life cycle.
- **Improved customer service by 60% utilizing ITIL** to govern IT Delivery & Support.

Prior Experience

Director of Software Development,

Integrand Inc.,

(8/2004 to 3/2006)

Education

M.S. Computer Science, University of Kansas

B.S. Computer Science, University of Kansas

Certifications: PMP certified, ITIL-Expert V3 certified