GLEN HUANG

Aliso Viejo, CA | 9072270729 | glen.huang@outlook.com | LinkedIn

PROFESSIONAL SUMMARY

Chief Technology Officer with over 20 years of progressive technology leadership, including more than five years in C-suite roles. Expertise in driving large-scale digital transformations across cloud computing, cybersecurity, data architecture, AI/ML, and blockchain platforms. Delivered the world's first Bitcoin mortgage solution while building high-performing global teams that align technology strategy with business growth.

SKILLS

- **Technical & Cloud Infrastructure**: Cloud Storage & Migration, AWS, Azure, Google VMs, Microsoft Windows Server, Linux, VMWare, Terraform, Docker, Shell, Cloud Computing, Enterprise Architecture
- **Software Engineering & Development**: Application Development, Software Engineering, JAVA, SaaS, MS Dynamics Nav, SAP, Oracle, PRIMOS ERP, Spring, Spring Boot, Node.js, Python, Rust, Solidty, Native. React, Jira, CilickUp, Monday, GitHub
- **Data & Analytics**: MySQL, MongoDB, Snowflake, Hadoop, MapReduce, Lambda Architecture, WMS, DBT, Fivetran, PowerBI, Business Objects, Data Architecture, AI/ML Integration
- **Governance & Risk**: Business Continuity Planning (BCP), Disaster Recovery (DR), Cybersecurity, Risk Management, SSL/PKI
- **Leadership & Strategy**: Lean IT Operations, Digital Transformations, Enterprise Resource Planning (ERP), P&L and Budget Forecasting, Stakeholder Management, Client Relationships, Strategic Vision, Team Building

PROFESSIONAL EXPERIENCE

Bitgo, Bitus Labs   2021 - Present
Chief Technology Officer   *Irvine, CA*
(World's first Bitcoin Mortgage Company and platform)

- Bitus is the leading digital media, events, and information services company for crypto assets and blockchain technology. Created and managed IT product roadmap and strategy from prototyping phase to MVP to initial platform launch, providing strategic vision to align technology initiatives with business goals.
- Develop and implement a technology and data strategy that aligns with our business objectives, enhances operational efficiency, and drives business growth, leveraging enterprise architecture principles to ensure scalable and resilient platforms.
- Oversee the development and deployment of AI/ML integration technologies, Foundry, and AIP to improve data analysis, decision-making, and business performance.
- Design blockchain architecture. Design, scope, and estimate decentralized applications at the feature level.
- Managed a major outsourcing project to transfer maintenance of legacy applications to the company's offshore unit in Vietnam. Efforts were successful and the company achieved SAS 70 Type II / FISMA/HIPPA compliance
- Data-driven focus on IT Governance and Compliance Management leveraging a Common Controls Framework, FISMA/NIST/FEDRAMP/OWASP, HIPAA, GDPR, PCI & IT SOX Readiness, Technical e-discovery Services, Information Security Governance, Records Management, Training and awareness, and Security Program Metrics & Data Visualization.
- Recruited to provide vision and lead design, development, and implementation of strategic information technology initiatives to support overall business goals.
- Direct the technical operations of the company and oversee the initiatives of the information technology and telecommunications departments; manage the development of projects and programming to advance the organization's objectives. o Provide disciplined leadership, coaching, and mentorship to departmental teams and direct training programs; develop recruitment and HR strategies and retain top talent. o Deliver high-level strategic guidance for all areas of IT such as voice and data communications and technology security systems

Hitachi-DATA JAPAN   2019 - 2021
Chief Technology Innovation Officer   *Tokyo, Japan & Washington, DC*
Recruited by CEO to create and develop organizational technology vision and actionable product roadmaps. Manage $500M budget and 200 employees in comprehensive IT operations, including software development, networking, infrastructure, and security. Establish an automated auditing process to monitor expenditures and optimize efficiencies. Lead organization through extensive auditing to design a productive and safe working environment. Conduct vulnerability assessments to drive cybersecurity. Create robust disaster recovery prevention infrastructure with maximized cloud capabilities. Coach teams in lean operational processes and management tools, leveraging Six Sigma Black Belt capabilities. Collaborate with key opinion leaders (KOLs) to assess and implement business strategies for mission-critical enterprise systems and core operating practices. Design business continuity and disaster recovery plans. Manage project scope and allocate resources for on-time, on-budget delivery. Fortify communications with key stakeholders and project sponsors to drive trust and clarity. Develop scalable and agile technology solutions to adapt to constantly changing environments. Identify system gaps to enhance networking safeguards, cybersecurity protocols, and document storage solutions.

- Created and facilitated comprehensive data infrastructure for the 2021 Olympics, architecting cloud computing solutions to ensure high availability and performance under peak loads.
- Increased annual revenue by $2M by restructuring IT and engineering departments.

- Reduced customer support expenditures by 25% by renegotiating agreements, saving $250K+ YoY via renegotiated contracts with ASP service providers without service interruptions.
- Lowered website development and client engagement expenses by 80%, IT development expenditures by 50%, and maintenance costs by 30% by implementing enhanced software engineering practices and tools for increased efficiencies.
- Led comprehensive outsourcing project to transfer legacy application management to an offshore company in Pakistan, achieving stringent SAS 70 Type II / Federal Information Security Modernization Act (FISMA) / HIPAA compliance.
- Migrated enterprise-wide legacy documents into the comprehensive database with digital stamps and data encryption.
- Converted current and existing applications into Windows and mobile paperless office across all accounting functions.
- Launched employee outreach programs to develop a productive and high-performance work culture.

COOK INLET TRIBAL COUNCIL, INC.   2018 - 2019
Chief Technology Innovation Officer.   *Anchorage, AK*
Provided strategic oversight of information resource management and technology, strategic planning, budgeting, cybersecurity, policies, expense monitoring, development and implementation of new applications, and IT governance and compliance management to align division with corporate goals. Facilitated initiatives across the federal, tribal, state, and government institutions to serve American Indian and Alaskan Native populations. Partnered with senior management on growth initiatives, providing thought leadership to drive business expansion. Facilitated learning and development programs to mentor and coach new hires.
- Led massive total data recovery during the 2018 Alaskan earthquake disaster to migrate the entire enterprise database to the cloud Rebuild earthquake-damaged data center and migrate to private cloud. Move legacy system to cloud PRIMOS ERP and upgrade legacy integration system to OWASP/API.
- Managed comprehensive Cook Inlet Tribal Council Technology (CITC) governance and compliance.

SENTINEL OFFENDER SERVICES   2016 - 2018
Sr. Vice President of IT and Call Center   *Los Angeles, CA*
Recruited by CEO to manage IT and call center operations for a federal services organization, managing $25M P&L and 21-member staff in IT operations, global software development, governance, and IT strategy. The maintained install base of 2,600 customers with 40 million users. Led global property analytics and data-driven solutions for data security; supply chain outsourcing contracts and strategy; vendor management within business continuity and emergency response; and business resiliency. Established and maintained BCP with disaster recovery architectures and a global cyber incident response plan, incorporating modernized business practices. Managed call center servicing the criminal justice sector, assessing performance metrics and developing and implementing 3-tier training initiative for 45 employees. Created quality assurance process for end-to-end product development. Directed ISO 9001 recertification process monitoring center, staff training, and software design to ensure regulatory compliance. Served as a strategic advisor to stakeholders, senior leadership, and board of directors, weighing in on business planning, budgeting, and sustainability efforts.
- Designed and built key firmware with proprietary technology for home-arrest ankle monitoring solution; produced 12 patents for the enterprise.
- Increased Offender product sales from $50K to $2M per day by improving GPS tracking efficiencies and capabilities via enhanced data warehousing and business intelligence.
- Designed and built virtual data center and migrated files to cloud storage, reducing technology spending while boosting performance and accessibility. Innovated new products for long-term archiving to preserve and manage digital material. Reduced employee turnover rate from 78% to 9% via career counseling and employee education.
- Created software solution to integrate federal and state government access within Sentinel enterprise software to meet Federal Risk and Authorization Management Program (FEDRAMP), OWASP and FISMA requirements, applying software engineering best practices.
- Secured key front-line business development and multi-million-dollar domestic and international contracts.
- Chaired EM software development committee.

eMAMBA.COM   2010 - 2015
Chief Information Officer   *Santa Fe Springs, CA*
Directed IT innovations, $8M budget, and 11 staff for startup company advanced to IPO. Facilitated rush compliance to meet SEC requirements for acquisition by Hewlett Packard (HP). Managed design and development of high-tech software solutions, including cloud-based ERPs, web applications, SaaS platforms, and data management systems. Supported mission-critical business applications, core operating practices, and infrastructure protection. Designed BCP and DR plans. Audited organizational infrastructures to improve efficiencies and promote safe working environment. Managed cross-functional IT projects for on-time, on-budget delivery. Reported project status and metrics to executive management and served as point of contact for IT solutions. Upgraded infrastructures and policies to reduce downtime and increase productivity. Coordinated build-outs for datacenters and procured IT equipment. Trained IT support personnel for operational excellence.
- Built revolutionary software logistics program for HP, creating capability to track products from manufacturing through delivery to retail stores.
- Saved customers $4M per account annually, enhancing productivity and profitability through innovative design of supply chain and call center solutions.
- Designed enterprise-specific call center system to support logistics system.
- Created and implemented 600-seat call center in Manila.

ALORICA, INC. (AT&T)   2006 - 2010
Director of Project Management Office (PMO)   *Los Angeles, CA*

Managed $28M budget and 40 employees for call center infrastructure serving large-scale, brand name organizations, including American Express, IRS, and Sony PlayStation. Audited and evaluated IT infrastructure for operational excellence, effective policies, and procedures to enhance customer service. Led cross-functional technical teams in UNIX, Citrix, web design, proprietary application support, and help desk functions. Managed maintenance and support of 2 data centers within the underground cave and offsite locations for disaster recovery contingencies. Maintained firewalls and IS security, as well as day-to-day IT functions. Built end-to-end warehouse management systems (WMS) logistics infrastructure.

- Pioneered a universal call center to combine all systems into one platform.
- Managed an $8M project to convert multiple departments to SAP applications for enhanced operational efficiencies.
- Implemented document storage, HR training, and $6M SOP "Master Control" module.
- Created 10 design patents.

24 GROUP, INC.   **2000 - 2004**
Vice President of IT   *Gardena, CA*
Built systems for local internet users across 3 business units, facilitated strategic planning, implemented multimillion-dollar ERP systems, conducted business assessments, and evaluated emerging technologies within US and Canada.

GOODWILL INDUSTRIES   **1999 - 2000**
Director of IT   *Santa Ana, CA*
Developed in-house point-of-sale (POS) applications, inventory systems, and ERP systems to support 800 retail stores. Managed IP and telecom services. Supervised 15 developers and a 12-member IT team with an $8M budget. Instituted Y2K compliance.

- Developed the world's first nonprofit online auction and POS system.

EDUCATION

The UNIVERSITY OF LONDON COLLEGE – Master of Science, Computer Science, London, UK, Alumni US | UCL, United Kingdom
Master of Science, Computer Science

UNIVERSITY OF SOUTHERN CALIFORNIA – Bachelor of Arts, Business Administration, Los Angeles, CA Alumni US | UCL, United Kingdom
Bachelor of Arts, Business Administration

CERTIFICATIONS AND ADDITIONAL INFORMATION

- **Six Sigma Black Belt: (2011)**
- **Project Management Institute (PMI) – Project Management Professional (PMP): (2008)**
- **Alliance Partner Academy - SAP Certificate Application Consultant: (2006)**
- **Salesforce Administrator and Marketer**
- **Oracle Cloud**
- **Adobe Al**