
JOHN MILLER

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Professional Summary

Senior Technology Delivery & Customer Success Leader with 20+ years of experience driving large-scale SaaS platform modernization, digital transformation, and global engineering operations across Media & Entertainment and Publishing industries. Proven track record leading multi-region teams, delivering AI/ML-enabled solutions, and stabilizing complex delivery environments supporting \$1.4B+ in annual revenue. Adept at program and portfolio management, cloud transformation (AWS), Agile and DevOps execution, executive stakeholder engagement, and scaling customer-centric platforms that accelerate growth, retention, and operational efficiency.

Core Competencies

- Technology Delivery Leadership
- Executive Stakeholder Management
- SaaS Platform Modernization
- Strategic Decision-Making
- Cloud Architecture (AWS)
- Cross-Functional Collaboration
- AI/ML Solution Delivery
- Program & Portfolio Management
- Risk & Escalation Management
- Agile & DevOps Practices
- Global Team Leadership
- Customer Success Strategy

SENIOR DELIVERY DIRECTOR (CLIENT PARTNER), SAAS & M&E PLATFORMS | 2021 - 11/2024

LINEATE - New York, NY (Global software engineering and data solutions firm)

- Led delivery for 10+ enterprise SaaS and M&E clients, driving customer success and executive-level engagement.
- Expanded a \$100K pilot program into \$1.5M annual revenue through outcome-driven delivery and governance optimization.
- Delivered AI/ML OCR solutions, reducing processing time by 35% and improving client retention.
- Improved delivery stability via risk controls, cross-training, and KPI-based reporting to the CEO.

HEAD OF TECHNOLOGY DELIVERY, CUSTOMER-FACING PLATFORMS (M&E & PUBLISHING) | 01/2002 -

01/2020

INFORMA (Elsevier) - London, UK

- Directed global engineering and DevOps teams supporting platforms tied to \$1.4B+ annual revenue.
- Modernized 16 SaaS platforms, reversing long-term engagement decline and improving scalability.
- Consolidated 13 digital platforms, enabling \$75M projected annual revenue.
- Achieved \$10M+ annual cost savings through offshore delivery and Agile execution of 10+ portals.

Education

DeVry Institute of Technology - Columbus, OH | B.S Computer Information Systems