Wes North

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Professional and Personal Summary

Experienced leader and technologist qualified to contribute to organizations through all aspects and phases of growth. Adept at conceptualizing and delivering solutions while positively contributing to, and influencing, both cultural and business outcomes. A lifelong student of leadership who believes that the fundamental principles of character, clarity, purpose driven, and engagement create amazing opportunities for success.

Songwriter, Music, Foodie, Wine, Yoga, Meditation, Mindfulness. I enjoy working to elevate myself and those around me by focusing on what is most important, our shared experiences and human relationships - people are the most beneficial component to success in anything we choose to accomplish.

Experience

NORTHERNTEK. Lake Forest, CA
Principal and Founder, 2021 – Present

- NorthernTek Consulting represents over 20+ years of technology management, compliance, and operations across a broad range of market verticals: Tech Cloud and SaaS, Health and Wellness, Retail, Finance, DoD, Federal and State level Government, Mortgage Industry
- Consulting role for publicly traded clientele focused on AWS and GCP multi-cloud solutions and architecture addressing multiple compliance directives: SOC II, FedRamp IL2-IL4, DoD FedRamp, GDPR, DevOps, SecOps, TechOps
- 501(c) volunteer, pro bono and contracting services for an international foundation addressing Identify and Access Management (Okta), cloud architecture and mobile applications (AWS), security, compliance and technical services across multiple focus areas, all cloud oriented technologies focused on digital asset preservation and protection
- Coaching and Leadership services to start-up and SMB space focusing on C-level level support and services retainers for various companies

CORNERSTONE ONDEMAND (NASDAQ: CSOD). Santa Monica, CA
AVP Technology Operations, 2017 – 2021

- Global Technology Operations Department Head for Cornerstone's cloud suite of products and subsidiaries (B2B|B2C) serving 6,000+ Enterprise Clients and 75M+ subscribers in 180 countries. Accountable for Cornerstone global Technology Operations and Engineering department responsible for all On-Prem, Hybrid, and Native Cloud technologies and services in the US, UK and EU. Improved and exceeded global service delivery KPIs upwards of 99.98-99.99% for over 6 consecutive years, enabling Cornerstone to realize growth targets in revenue/margin mix meeting multi-year "Rule-of-40" commitment to the street. Revenue growth during this period ~27% YoY and P&L of ~4-5% of overall spend.
- Leadership accountability for Data Security and Compliance based initiatives, augmenting compliance portfolio to include: GDPR, ISO27001:2018, SSAE18 SOC Type II, CCPA, FedRamp IL2 & IL4. Working cross-functionally with Security and Compliance teams we accomplished implementation of self-service provisioning, automated asset qualification and inventory management, IAM, SIEM auditing and reporting, data security and integrity, encryption (in-transit and at-rest), data sovereignty while expanding technologies to address on-prem and cloud-based workloads
- Founded the Cornerstone Cloud Engineering DevOps and Center of Excellence, establishing the architecture and processes governing hybrid and native Cloud services: provisioning pipelines, asset qualifications, Infra-as-Code, Microservices (On-Prem/Cloud), Multi-Cloud (GCP+AWS), shifting Cornerstone to decentralized product operations
- Pre/Post sales Customer advocacy and service delivery engagement, regularly called upon to engineer solutions to evolving needs across life/science, health and wellness, financial, education, tech, department of defense, government agencies, and public service market verticals. This required a unique ability to adjust and manage variations in client requirements while maintaining a unified approach to Cornerstone's SaaS model
- During Covid and as part of my transition, I directly led initiatives that resulted in massive OpEx savings (Akamai to CloudFront: $1.5M annual Opex reduction, and cost avoiding over $8M+ in CapEx by automating DR via AWS and CI/CD pipelines taking disaster recovery from over 4-5 days to literally 12-14 hours achieving RPO: 1hour and RTO: 24 hours)

CORNERSTONE ONDEMAND (NASDAQ: CSOD). Santa Monica, CA
Senior Director Technology Operations, 2015 – 2017

- Managed Global operations team consisting of over 50+ personnel in several countries providing 24X7 follow-the-sun production support and compliance (4,000+ network assets, 4,000+ nodes, 36,000+ databases) elevating the overall department (SaaS Operations and corporate IT) through a combination of DevOps, ITIL, Agile frameworks.
- Led the re-architecture of Cornerstone's distributed infrastructure footprint, resolved scalability challenges by retrofitting and replacing on-prem and cloud processes and technology in favor of automation, leveraging commercial and open-source technologies supporting our microservices roadmap improving product delivery time-to-market. Revenue growth during this period ~40% YoY
- Successfully achieved and maintained clean compliance certifications over multiple years: ISO27001:2013, SSAE16 SOC Type II, FedRamp IL2, PCI partnering with Enterprise Risk and Compliance teams, addressing 3rd party and independent client audits across various market verticals (national and international)
- Introduced and integrated hybrid cloud solutions, scaling Cornerstone's global business: Cloud Lift/Shift, Office 365, Identity and Access Management, Inventory Asset Management, Configuration Management, Cloud Application Management and Orchestration. Established infrastructure lifecycle management and site reliability directly improving SLAs and KPIs.

KAREO INC. Irvine, CA
Director NetOps and Security, 2013 – 2015

- Director of Network Operations and Security for SaaS B2C & B2B products that help thousands of medical providers run their practice and manage health and wellness information for millions of patients across the United States.
- Established the Network Operations and security organization leveraging onshore and offshore talent in a multi-tier operations capacity replete with documented and proven response and escalation processes resulting in improved incident response and management, security, uptime and availability exceeding 99.99% for various product verticals while addressing compliance requirements leveraging the HITRUST framework (HIPAA, HITECH, PCI, and Privacy).
- Led and provided oversight across strategic initiatives which included: active-passive/active datacenter design and deploy, DevOps processes and technologies, scalable tiered storage and technology solutions, identified and adopted multiple cloud services resulting in efficiencies across the enterprise.

Various positions held with increasing levels of responsibility, 1998 – 2012, available: https://www.linkedin.com/in/wesnorth

EDUCATION & CERTIFICATIONS:

UNIVERSITY OF PHOENIX, San Diego, CA
MBA, Master of Business Administration – received 2009

UNIVERSITY OF PHOENIX San Diego, CA
BSIT, Bachelor of Science Information Technology – received 2004

ITIL Foundation Certification ITIL/US014135

CISSP (ISC)² 780572

Security Clearances: Top Secret SCI TK/B. Last held September 02, 2003