Douglas Forester
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EXECUTIVE PROFILE

Leadership ▪ Change Management ▪ Growth Strategies ▪ Strategic Planning ▪ Operations
IT Strategy & Architecture ▪ Systems Integration ▪ Technology Alignment ▪ Performance Management

Experienced executive with twenty years of success in information technology and business management. Embraces and leads industry changing initiatives with strategic vision. Applies cutting edge knowledge of technology as well as business acumen to drive IT strategy and critical decision making in support of corporate goals. Leverages high-tech solutions to improve processes and enable growth with strategic alignment, optimized systems and business processes.

Transforms organizations within sensitive and critical situations. Builds and leads highly productive teams through the project lifecycle and develops easily scalable infrastructures and systems to accommodate extremely rapid growth. Unifies technology, infrastructure and business requirements through deployment of robust frameworks, standards and operational best practices. Skillfully manages multi-million dollar budgets to ensure sustainable profitability. Extensive qualifications in the following competencies:

▪ Team Building & Management	▪ Business & IT Alignment
▪ Cloud Computing	▪ Root Cause Analysis
▪ Process Improvement	▪ Vendor Management
▪ Large-scale Infrastructure Design	▪ Operations Optimization
▪ Strategic & Operational Planning	▪ Systems Development & Integration
▪ Cost Analysis & Financial Accounting	▪ Project Management & Implementation
▪ Enterprise Architecture Development	▪ Enterprise Software & Data Management

CAREER SYNOPSIS

Binary Anvil, Inc., Issaquah, WA   2014—Present
Award winning Magento e-commerce development and systems integration agency.

CHIEF OPERATIONS OFFICER (COO) AND CHIEF STRATEGIST (2014—Present)

Recruited to add business and operational maturity while developing long-term strategy and oversight of daily operations enabling rapid growth, with direct accountability for setting and achieving the company's goals and objectives through the development of process and operational standards across the company. Including Product Development, Program Management, Strategic Partnerships, Vendor Management, Professional Services, Client Product Delivery and Managed Services / Support, all consisting of ~70 full-time employees and growing.

- Managed 100% year over year revenue growth for the last 2 years.
- Instituted business processes to optimize resource utilization in support of revenue growth.
- Implemented new financial system and governance policies with operational procedures greatly improving the visibility and control of company finances.
- Built management team, of industry recognized talent, to provide the development and support teams with experienced leaders and mentors needed to provide structure, improve overall team growth, knowledge and velocity of deliverables.
- Successfully oversaw operational capacity across 2 international locations, US (HQ & Development), Philippines (Development & Support) and drove the addition of a 3rd international Development office in the Ukraine.

Coinstar (Outerwall), Bellevue, WA   2009—2013
$2 billion global provider of automated retail services including Redbox DVD rentals and Coinstar change machines and 3,000 employees worldwide

DIRECTOR, CORPORATE ARCHITECTURE (2011—2013)

Promoted to lead development of enterprise-wide architecture across all lines of business and support future growth. Focused on aligning systems, processes, and teams with corporate strategies and goals. Drove unification of governance methods, standards, and processes to ensure coordination across all functional areas and lines of business in a period of very rapid growth. Managed a budget of $1.4 million OPEX and $4 million CAPEX.

- Built corporate architecture team from one to eighteen to manage IT strategy, standardize data and technology, and integrate systems corporation-wide in order cut costs, reduce redundancy and improve efficiency.
- Led introduction and execution of service-oriented architecture (SOA).
- Successfully aligned core architecture elements with key corporate initiatives including adoption of SAP and implementation of single production platform for all lines of business.
- Supported the doubling of revenue to $2 billion over a two-year period through standardization, process improvement, team building and infrastructure redesign.
- Greatly improved free cash flow up to $60 million through the implementation of capital leasing of all technology hardware allowing the business to better utilize capital to grow business.

DIRECTOR, GLOBAL IT OPERATIONS (2009—2011)

Recruited to create and deploy first effective, enterprise-wide IT organization and strategy across multiple lines of business for rapidly expanding company with many new acquisitions and legacy systems. Led six departments with staff of ~60, operating/capital budgets up to $60 million.

- Built systems and defined business processes to support growth from initial $700 million to $1.4 billion.
- Created strategy that optimized system utilization from 30% to over 70% through virtualization, gaining flexibility and cost savings by achieving an 80+% virtualization of core systems.
- Achieved 99.95%+ systems uptime while saving $1 million in annual support costs, and improved hardware utilization ratio from average of 30% to over 70% through hardware standardization, renegotiating vendor contracts, and removing inefficient legacy systems.
- Successfully scaled infrastructure to support massive growth across multiple data centers, two in the Chicago area and one in Seattle.
- Drove centralization of network operations center for better problem management by building two new, tier-1 data centers.

Amazon.Com, Seattle, WA   1998—2007
World's largest online retailer with annual revenues of almost $15 billion and 17,000 employees worldwide.

SR. TECHNICAL PROGRAM MANAGER (2002—2007)

Promoted after successfully stabilizing and scaling Amazon's IT infrastructure. Responsible for overall IT strategy and management including planning, forecasting, development, and daily operations. Built and managed nine U.S. and four E.U. data centers with multimillion-dollar budgets.

- Increased number of data centers worldwide from three to 13 to accommodate explosive growth.
- Saved millions through strategic negotiation of multiyear real estate contracts.
- Created comprehensive capacity growth plan, achieving 1%-2% of forecast over 3+ years.
- Launched multiple key businesses including A9.com; effectively integrated important acquisitions including Alexa Internet; implemented new Amazon features including "Look Inside the Book", the "Web Store" framework, and "Digital Downloads".
- Helped Amazon bottom line by increasing employee productivity and optimizing use of computing resources through developing a secure hardware VPN device enabling remote access to the network.
- Directed initiatives to meet Sarbanes-Oxley and Payment Card Industry guidelines while maintaining maximum productivity.

MANAGER, CORPORATE SYSTEMS (2001—2002)

Promoted to gain control of struggling IT operations at period of explosive growth. Led and mentored team of six managers and ~60 staff through strategy development and infrastructure planning for all internal systems. Key member of Change Management and Infrastructure Procurement Approval Committees.

- Saved over $10 million through the successful migration of all systems from Sun/Unix to Red Hat Linux network using x86 hardware and greatly enhanced growth and flexibility.
- Slashed storage costs by replacing 3+ TB of NetApp storage appliances with more conventional commodity server-based storage systems, resulting in support savings of over $200 thousand dollars.

EARLY CAREER: MANAGER, WINTEL SERVICES (2000—2001) and WINDOWS NT ENGINEER (1998—2000) AT AMAZON
             SENIOR SYSTEMS SPECIALIST (1994—1998) AT FEDERATED SYSTEMS GROUP