

JAY RINGGOLD

Technology Executive | Digital Transformation | AI Innovation, Integration & Enablement

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EXECUTIVE BRAND

Technology Executive with 25+ years of experience leading enterprise IT, digital transformation, AI strategy, cloud modernization, cybersecurity, enterprise applications, SaaS product development, infrastructure, and executive technology organizations. Proven leader who delivers business value through technology strategy, portfolio governance, enterprise architecture, operational excellence, and cross-functional leadership.

CORE COMPETENCIES

Digital Transformation Strategy & Execution • Technology Strategy & Roadmap Development • Salesforce Platform Management • Enterprise Applications • Product Strategy • Product Management • Platform Ownership • Platform Governance • AI Strategy & Enablement • Business Process Automation • Customer Experience Optimization • Operational Excellence • Change Management • Release Management • Vendor Governance • Technology Ecosystem Management • Enterprise SaaS Platforms • Data Governance • Business Intelligence & Analytics • Cloud & SaaS Transformation • Cybersecurity Strategy & Risk Management • Executive Leadership • Cross-Functional Leadership & Collaboration • Data-Driven Decision Making • Program & Project Leadership • Stakeholder Engagement & Executive Communication • IT Service Management (ITIL) • Governance & Compliance Frameworks • Innovation & Emerging Technologies

PROFESSIONAL EXPERIENCE

Founder, Executive IT Consultant

Smartly Technologies, LLC – San Diego, CA | August 2023 – Present

Founded and currently lead a technology services and software development company specializing in Managed IT Services (MSP), Cybersecurity, Cloud Solutions, Artificial Intelligence, Web Development, and Mobile Application Development.

- Define and execute the company's strategic vision, technology roadmap, operational framework, and revenue-growth initiatives.
- Lead all aspects of business operations, including technology strategy, financial management, sales, marketing, client success, vendor relationships, and talent acquisition.
- Architect and oversee cloud, cybersecurity, infrastructure, and digital transformation solutions for small and midsize businesses across multiple industries.
- Developed and launched proprietary technology platforms, including SmartBizCard.com, a digital business card platform using NFC and QR codes, and Sermonology, an AI-powered content creation and presentation platform.
- Advise executive leadership teams on IT governance, cybersecurity risk management, AI adoption, cloud modernization, disaster recovery, and technology investments.
- Implement AI-powered automation and business intelligence solutions to improve operational efficiency, decision-making, and customer engagement.
- Establish technology standards, security frameworks, policies, and governance practices aligned with industry best practices.
- Lead cross-functional teams comprising software developers, engineers, cybersecurity professionals, business development personnel, and strategic partners.

- Build strategic partnerships with leading technology providers, including Microsoft, Google, AWS, OpenAI, Cisco, and cybersecurity vendors.
- Direct end-to-end software development lifecycle activities, including product strategy, requirements gathering, architecture, development oversight, quality assurance, deployment, and support.
- Design and manage scalable cloud and hybrid infrastructure environments that support business continuity, security, and growth objectives.
- Drive organizational innovation by adopting emerging technologies, including artificial intelligence, automation, cloud computing, and advanced analytics.

Director of Information Technology

Community Housing Works — San Diego, CA | September 2023 – April 2026

Led enterprise security, infrastructure, and IT operations for a large regional nonprofit supporting real estate-adjacent and community-based programs across 70 locations.

- Provide the C-Suite with a roadmap, vision, management initiatives, projects, IT budget & forecasting
- Manage a \$1.3 million organizational technology budget.
- Lead AI adoption strategy and governance, introducing tools such as Perplexity, ChatGPT, Copilot, Cursor & Replit to streamline operations and support digital transformation across departments.
- Establish and chair an IT Steering Committee to align executive stakeholders on technology priorities, governance, and long-term IT strategy.
- Manage a team of BI/IT Support professionals responsible for Microsoft BI, Data Management, Endpoint Management, Security, and Help Desk
- Oversee help desk operations, desktop support, and service delivery standards using ITIL and SLA frameworks.
- Implement ITSM automation, escalation paths, and KPI dashboards to improve responsiveness and customer experience.
- Direct cloud-based infrastructure, vendor-hosted application environments, SaaS platforms, and secure network operations.
- Ensure NIST-aligned compliance by conducting risk assessments, vulnerability scans, and remediation plans.
- Lead the cybersecurity program, including incident response, policy enforcement, identity governance, access reviews, MFA, and endpoint security.
- Direct procurement, vendor management, managed services oversight, and infrastructure modernization initiatives.

Director of Information Technology

Pure Financial Advisors — San Diego, CA | December 2017 – September 2023

Led security, infrastructure, cloud platforms, and multi-state operations for a highly regulated organization with advanced data protection and compliance needs.

- Led the Salesforce Administration and Development teams responsible for CRM strategy, platform governance, user adoption, workflow automation, reporting, integrations, and ongoing platform enhancements.
- Partnered with Sales, Marketing, Operations, and Executive Leadership to optimize Salesforce, improving customer lifecycle management, operational efficiency, and executive reporting.
- Directed Salesforce roadmap planning, vendor management, release management, and third-party application integrations supporting company growth initiatives.
- Provided the Executive team with a strategic roadmap, clear vision, management initiatives, key projects, IT budget, and forecasting.
- Built the Company's IT Department, architecture, and infrastructure from the ground up, including recruiting, hiring, and onboarding 130 highly qualified employees.
- Designed and deployed infrastructure for 130 users across 7 locations and 5 states in the Western and Eastern U.S., including IT foundational architecture, IT security, network stack, and cloud server infrastructure.

- Improved strategic business planning by 65% by aligning the IT roadmap for WWFH Policy, SSO, VPN, ALP, IT Management, Mergers & Acquisitions (M&A), and Organic Growth.
 - Managed an IT budget of \$1.5 million, including current annual projections and the roadmap.
 - Directed help desk, infrastructure engineering, and service delivery teams using ITIL-aligned processes.
 - Managed SOC services, vulnerability scanning, SIEM monitoring, and annual risk assessments.
 - Established governance policies, security standards, and documentation aligned with HIPAA, NIST, and internal audit requirements.
 - Ensured availability and performance of mission-critical systems through proactive monitoring and capacity planning.
 - Implemented infrastructure modernization across 7+ multi-state locations, improving uptime, reliability, and security.
 - Led procurement strategy for hardware, software, licensing, and cloud technologies, negotiating cost-effective solutions.
 - Developed and led training programs to improve security awareness and system usage across the organization.
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Senior IT Manager, Executive Services

Hologic, Inc. — San Diego, CA | March 2020 – September 2020 (Recruited during COVID)

Oversaw enterprise IT Support operations for a global publicly traded healthcare technology company.

- Supported clinical, lab, and executive operations, ensuring high system availability and compliance with security standards.
 - Directed analysts and engineers responsible for endpoint security, collaboration systems, and service delivery.
 - Ensured operational continuity during major shifts in workforce and clinical workflows.
 - Directly managed all Executive IT Support, including the CEO, C-Suite leadership, and other senior executives.
 - Managed a team of 12 direct reports responsible for IT Support, System Administration, and Help Desk Support for 6,500+ employees.
 - Ensured business continuity by leading COVID-19 remote work solutions and coordinating with COVID-19 vaccine manufacturing.
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Director of Information Technology

Zye Labs — San Diego, CA | August 2015 – December 2017

- Managed cloud platforms, security posture, data center operations, and network infrastructure.
 - Led infrastructure modernization efforts, improving reliability, scalability, and security.
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Information Technology Operations Manager

Nice, North America (formerly Linear Inc) — Carlsbad, CA | January 2012 – August 2015

- Directed global network, server, and telecommunications operations, ensuring SLA adherence and uptime targets.
 - Strengthened cybersecurity processes, documentation, and operational compliance.
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Information Technology Operations Manager

Rancho Santa Fe Technology — San Diego, CA | December 2010 – January 2012

- Oversaw IT systems, network operations, and multi-site support across cloud and on-prem environments.
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KEY ACHIEVEMENTS & ORGANIZATIONAL ALIGNMENT

- Strengthened HIPAA compliance through risk assessments, policy enforcement, access governance, and IRP improvements.
 - Led major infrastructure and security modernization across multiple facilities.
 - Implemented ITSM automation, improving ticket routing, SLA performance, and user satisfaction.
 - Built cybersecurity programs aligned to NIST, SOC, CMS, and DHCS frameworks.
 - Ensured reliability of clinical and administrative systems, including EHR, telehealth, VPN, and communication platforms.
 - Developed multi-site IT teams skilled in customer service, security awareness, and continuous improvement.
 - Delivered successful DR/BCP exercises, ensuring organizational readiness.
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ORGANIZATIONAL CONTRIBUTIONS

Pure Financial Advisors, LLC

Saved the organization 1.2 million in bottom-line profitability by optimizing IT Expenditures & removing former MSP, waste spending on old contracts, and service vendors. Implemented ITIL Best Practices. Built & designed the Company's Tech Stack, IT Department, Architecture, & Infrastructure from the ground up. Designed & Deployed Big Leaf SD-WAN Meraki Firewall Tech Stack across 7 Cities & 5 States. Migrated company-wide on-premises infrastructure to Azure Cloud, O365, Egnyte Cloud Drive & IBM QRadar.

Zye Labs, LLC

Saved the Company \$10,000 in yearly costs by optimizing service contracts with outside vendors. Transitioned the organization's internal primary intranet system to SharePoint in Office 365.

EDUCATION

Computer Science, BS – New College of California, San Francisco, CA

Business & Technology Management, MS – Coleman University, San Diego, CA

CERTIFICATIONS

MCITP, MCSE, MCSA, MCDST – Microsoft, CompTIA A+ • CompTIA Network+, (Eligible for CISSP, CISM, HCISPP pathways)

TECHNICAL EXPERTISE

Digital Transformation Platforms and Enterprise Systems • AI and Automation Tools and Platforms • Data and Analytics Platforms Power BI Microsoft Fabric Data Integration • Cloud Platforms Microsoft Azure Microsoft 365 SaaS Ecosystems • Identity and Access Management Entra ID SSO MFA • Cybersecurity and Risk Management SIEM Vulnerability Management Security Operations • Enterprise Infrastructure and Networking Secure Network Architecture Firewalls VPN SD WAN • IT Service Management Platforms ServiceNow Zendesk ITIL Practices • Automation and Scripting PowerShell Infrastructure as Code • Collaboration and Productivity Platforms Microsoft Teams SharePoint OneDrive • Vendor and Technology Solutions Management • Disaster Recovery and Business Continuity Planning • Governance Compliance and Security Frameworks

VALUES & MISSION ALIGNMENT

Dedicated to fostering a compassionate, collaborative, and integrity-driven IT culture.

REFERENCES

Verified References available via LinkedIn & upon request. Full portfolio & career details are available via JayRinggold.com