

James Wright

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Director of IT

Director-level technology leader with experience building IT, platform engineering, product operations, and governance capabilities from zero across multi-business environments. Directed cross-functional programs covering infrastructure modernization, cloud migration, identity architecture, DevOps, QA enablement, data platforms, and AI-assisted delivery. Known for turning ambiguous business goals into resilient systems, scalable operating models, and measurable improvements in cost, delivery speed, reliability, and auditability.

WORK EXPERIENCE

Director of IT • 05/2022 - 03/2026

MiView Integrated Solutions

- Directed IT and platform engineering across two businesses, including standing up a sister-company IT function from zero and partnering with executive leadership on long-range roadmap strategy and investment sequencing.
- Led zero-to-one transformation across IT, product, and platform functions by establishing product governance, cross-functional planning cadence, and measurable delivery controls.
- Rebuilt design, engineering, QA, and service-delivery operating models; reduced process waste by about 60%, lowered related costs by roughly 40%, and improved handoff quality and release predictability.
- Executed full cloud migration and physical-server exit to Microsoft 365, Entra ID, Exchange Online, and OneDrive, eliminating legacy on-premises and VM dependency without lift-and-shift.
- Architected infrastructure modernization including a custom 100TB TrueNAS/ZFS NAS/SAN platform, Windows Server and VMware ESXi rebuilds, Veeam 3-2-1 recovery, and 10GbE network upgrades.
- Built SOC 2-aligned IAM governance with Entra group-based RBAC, least-privilege controls, auditable permission reviews, and 25+ business policies and role definitions.
- Standardized local development and endpoint operations through one-click onboarding, Windows/macOS bootstrap tooling, Apple Business Manager, Microsoft Intune, and governed BYOD/compliance workflows.
- Migrated production environments to Terraform-managed infrastructure as code, launched Cypress-based QA automation in Azure DevOps, and delivered React/Go reporting for executive quality visibility.
- Built the company's first operational data platform and AI-assisted internal applications for executive reporting, insight generation, and natural-language business data interaction.

Network Systems Administrator • 01/2021 - 05/2022

QC Graphics

- Led enterprise infrastructure migration from SBS 2011 to Windows Server 2019 and Exchange 2019 with minimal business disruption.
- Rebuilt the IT organization from the ground up, redesigning service structure, operating processes, and technical standards end to end.
- Managed day-to-day infrastructure and support operations while improving uptime and incident resolution performance.
- Supported security and compliance operations in government-contractor environments, including ITAR, CMMC-aligned controls, and ISO 27001-aligned audit expectations.
- Modernized a legacy 16-bit application for Windows 10 compatibility and recovered three flying-probe test machines, avoiding approximately \$500K in replacement cost.

PROJECTS

Executive Reporting Data Platform & AI Delivery

Architected a production product spanning data ingestion, search, model orchestration, observability, and application layers to unify fragmented operational data for executive reporting.

Design System & Handoff Standardization

Reset design-to-engineering operations by rebuilding the design system foundation, standardizing primitives and semantics, and improving implementation fidelity.

Identity Architecture, RBAC Matrix & Permission Audit Automation

Defined company-wide roles and permissions, implemented least-privilege access patterns, and established auditable access governance.

New-Hire Onboarding Automation & Local Development Bootstrap

Built role-based onboarding and Windows/macOS automation to reduce setup variance, improve QA signal, and minimize environment drift.

SKILLS

CORE COMPETENCIES: AI-Augmented Delivery, Cloud Architecture & Migration, Data Platforms & SQL Reporting, DevOps & CI/CD, Identity & Access Management, Infrastructure Modernization, IT Strategy & Roadmaps, Platform Engineering, Product Operations, QA Enablement, Security Governance (SOC 2 / NIST / CMMC / ISO 27001), SRE & Observability, Vendor & Cost Optimization

Cloud & Infrastructure: 10GbE networking, AWS, Azure, Entra ID, Exchange Online, Microsoft 365, NAS/SAN, OneDrive, TrueNAS, Veeam, VMware ESXi, Windows Server, ZFS

Automation & Delivery: Azure DevOps, CI/CD, Cypress, endpoint automation, infrastructure as code, observability, QA automation, release governance, SRE, Terraform

Development & Data: AI orchestration, data pipelines, executive reporting platforms, Go, Python, React, search/retrieval patterns, SQL

Security & Governance: backup and recovery, CMMC, cost optimization, disaster recovery, IAM, ISO 27001, least privilege, MDM/UEM, NIST, RBAC, SOC 2, vendor management